

FIG. 1

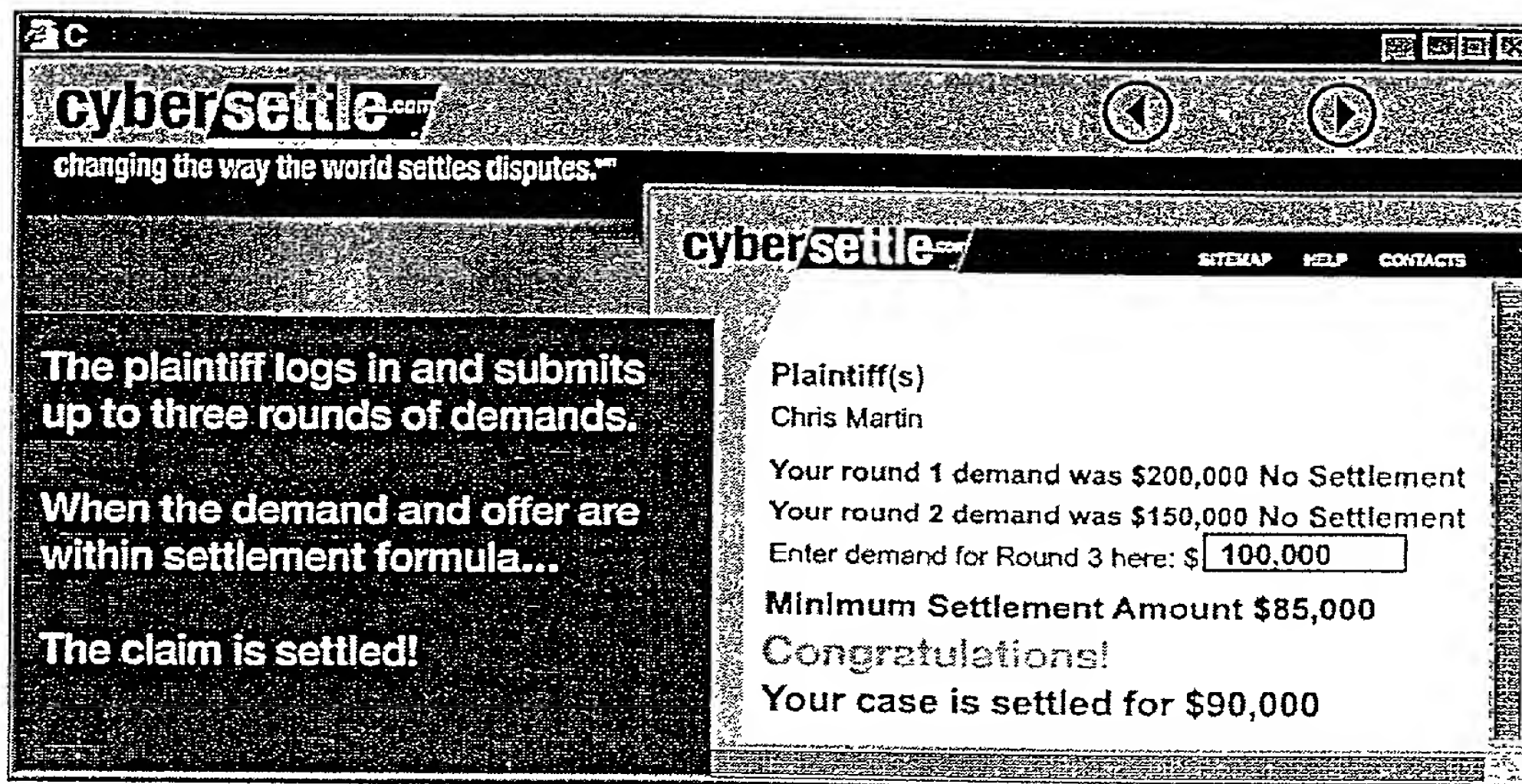


FIG. 2

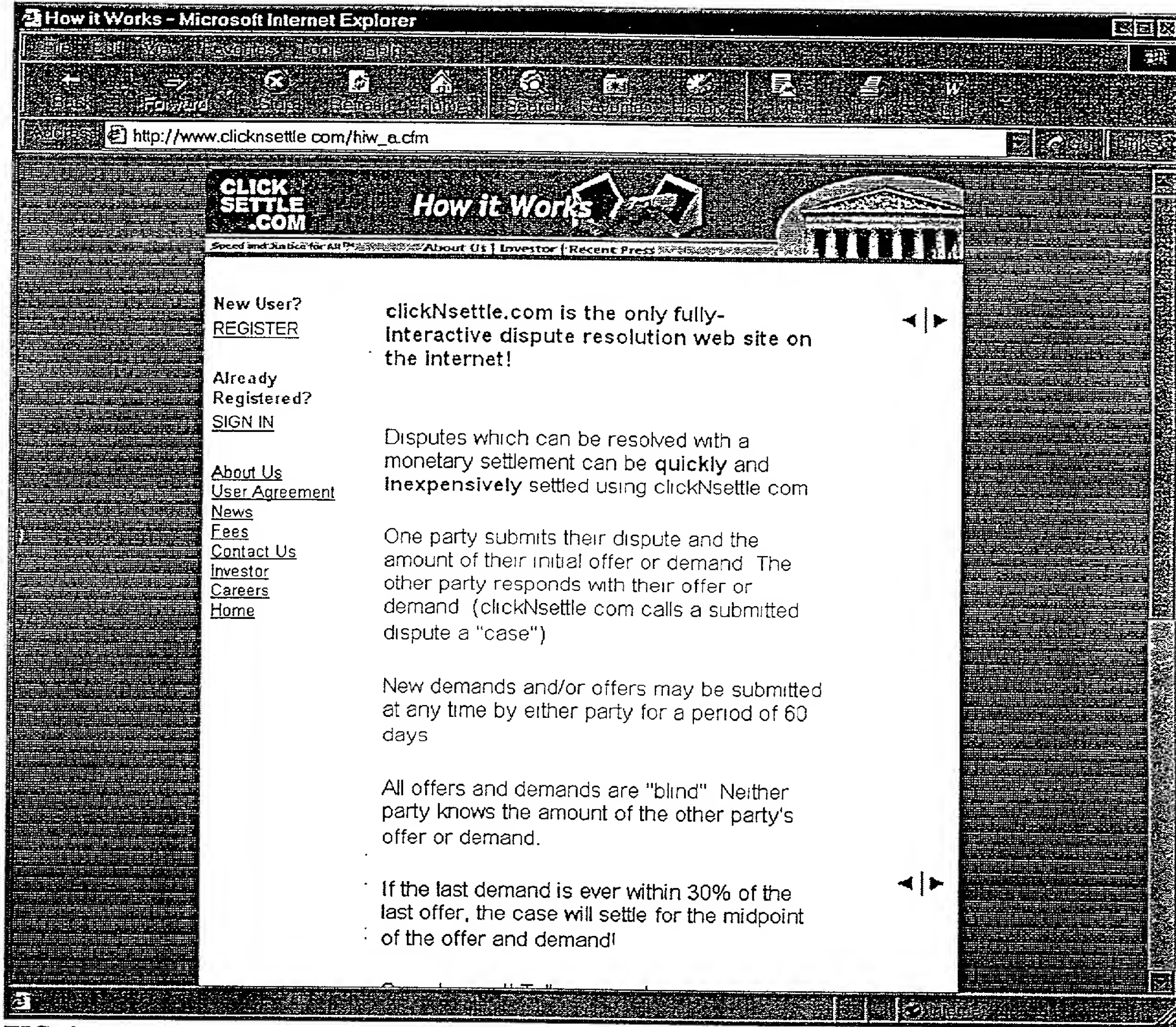
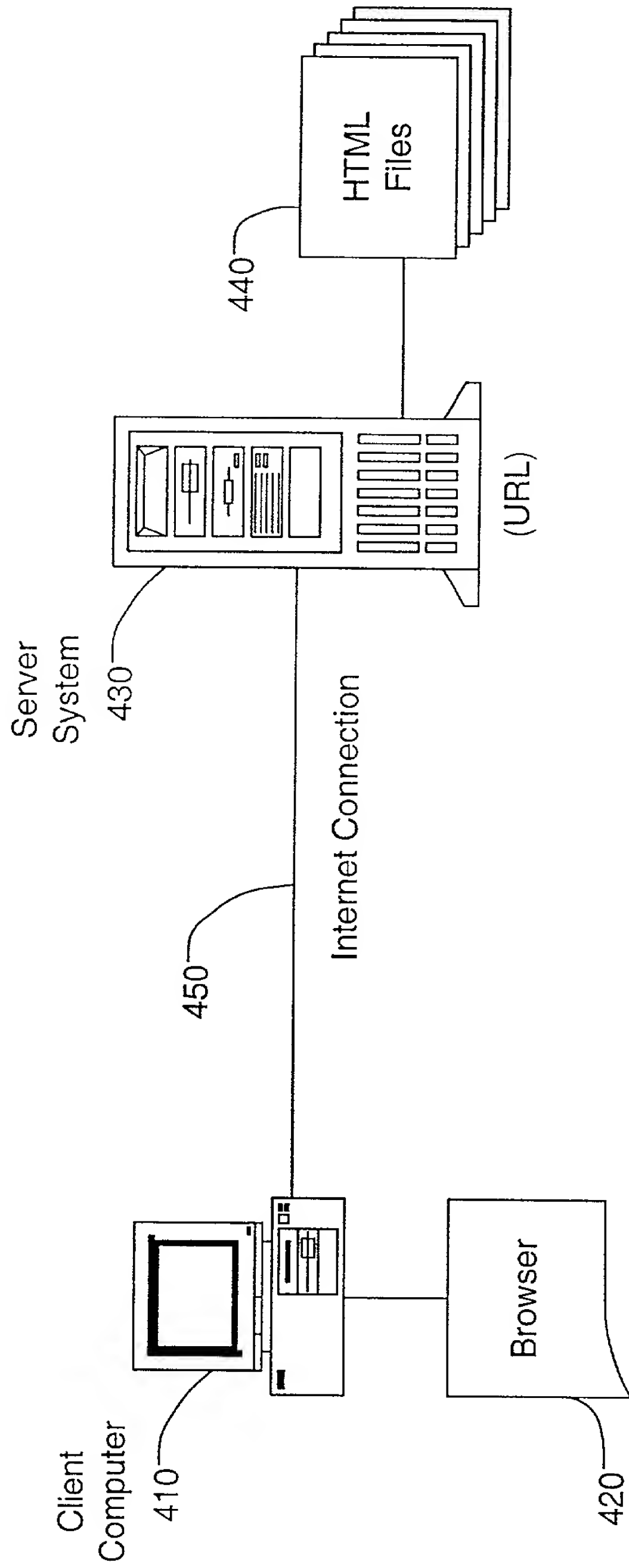


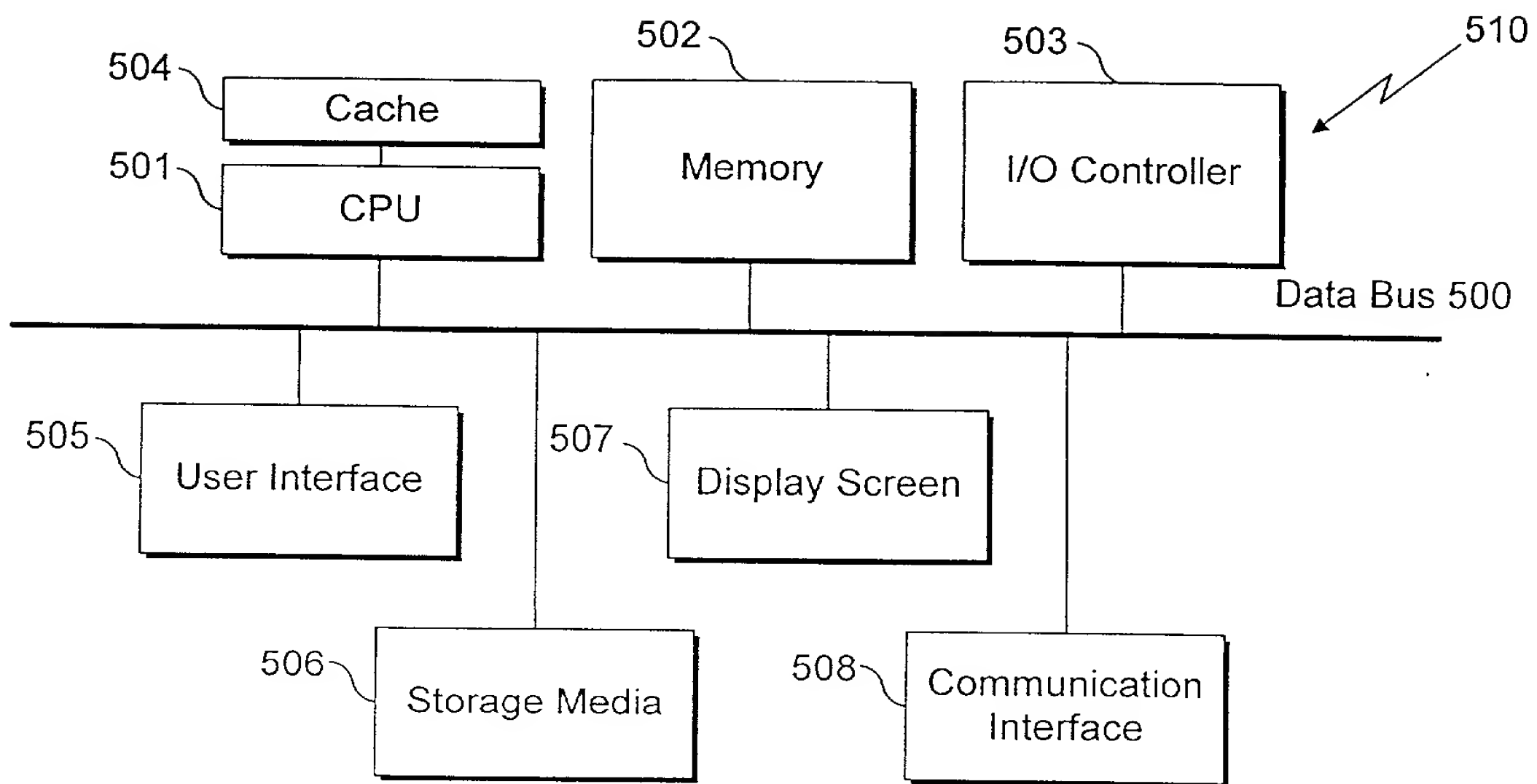
FIG. 3

FIG. 3

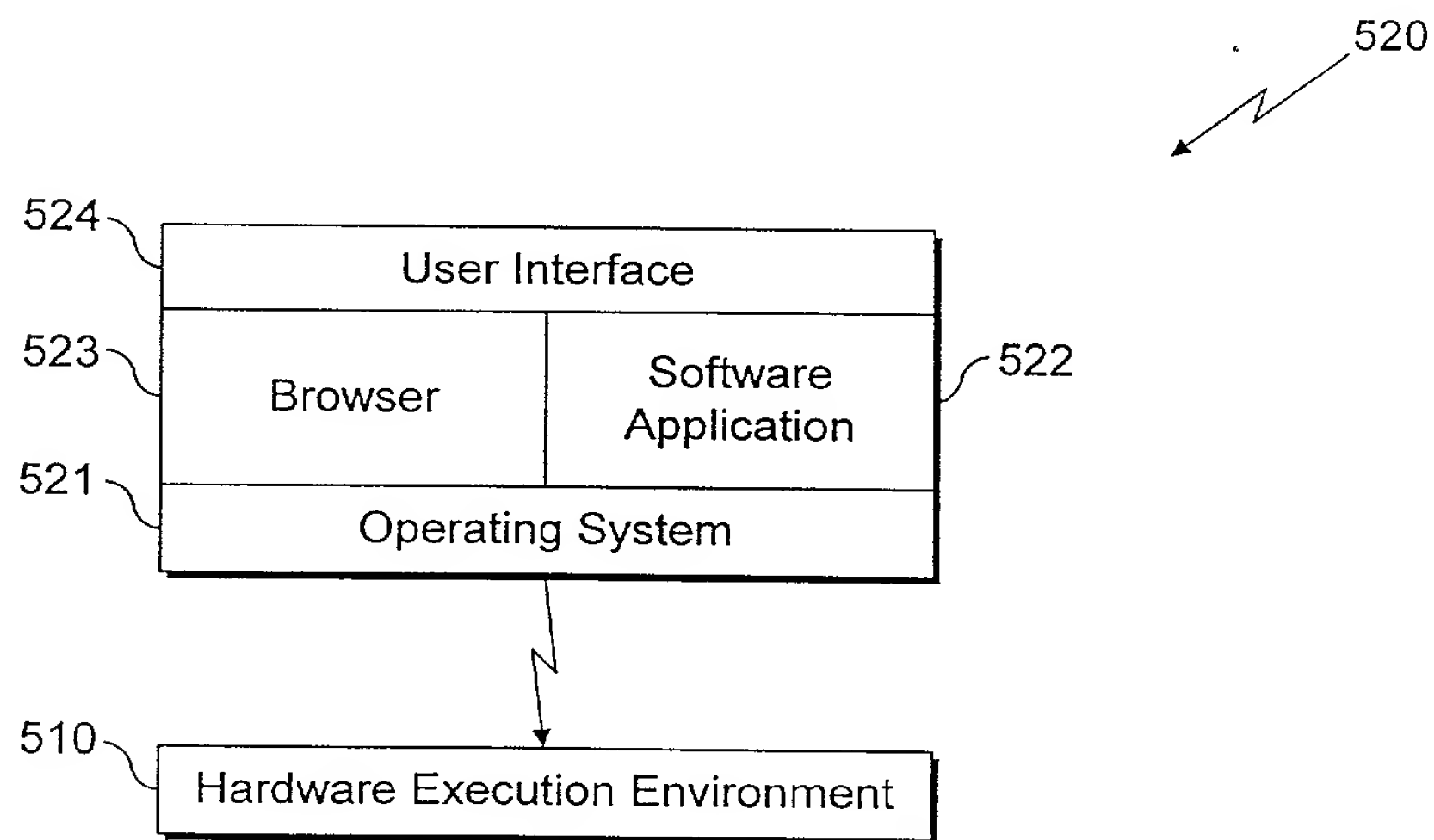
FIG. 4 is a block diagram of a system for providing a user interface for a web browser.



**FIG. 4**



**FIG. 5A**



**FIG. 5B**

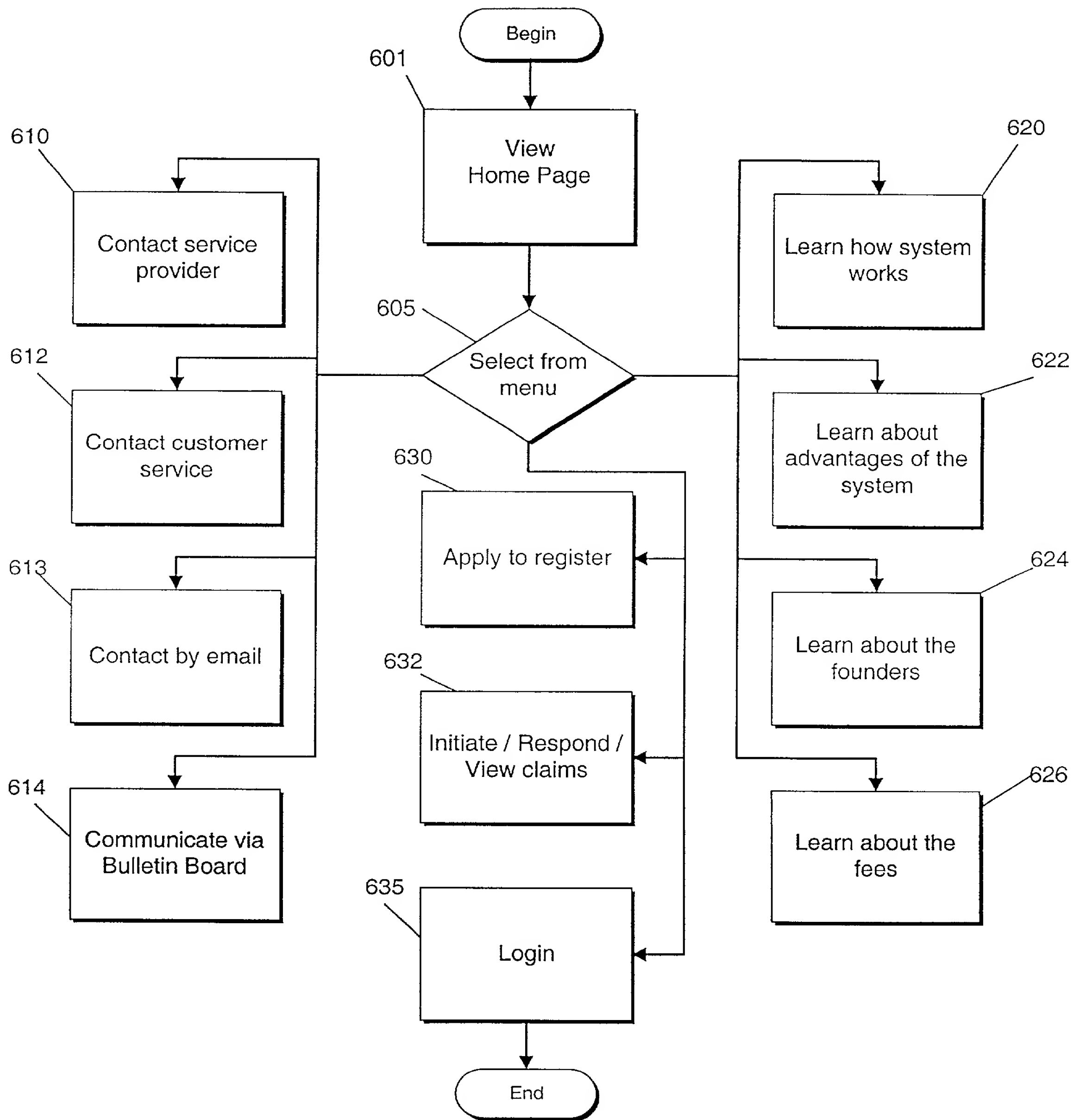


FIG. 6



FIG. 7

Home Page

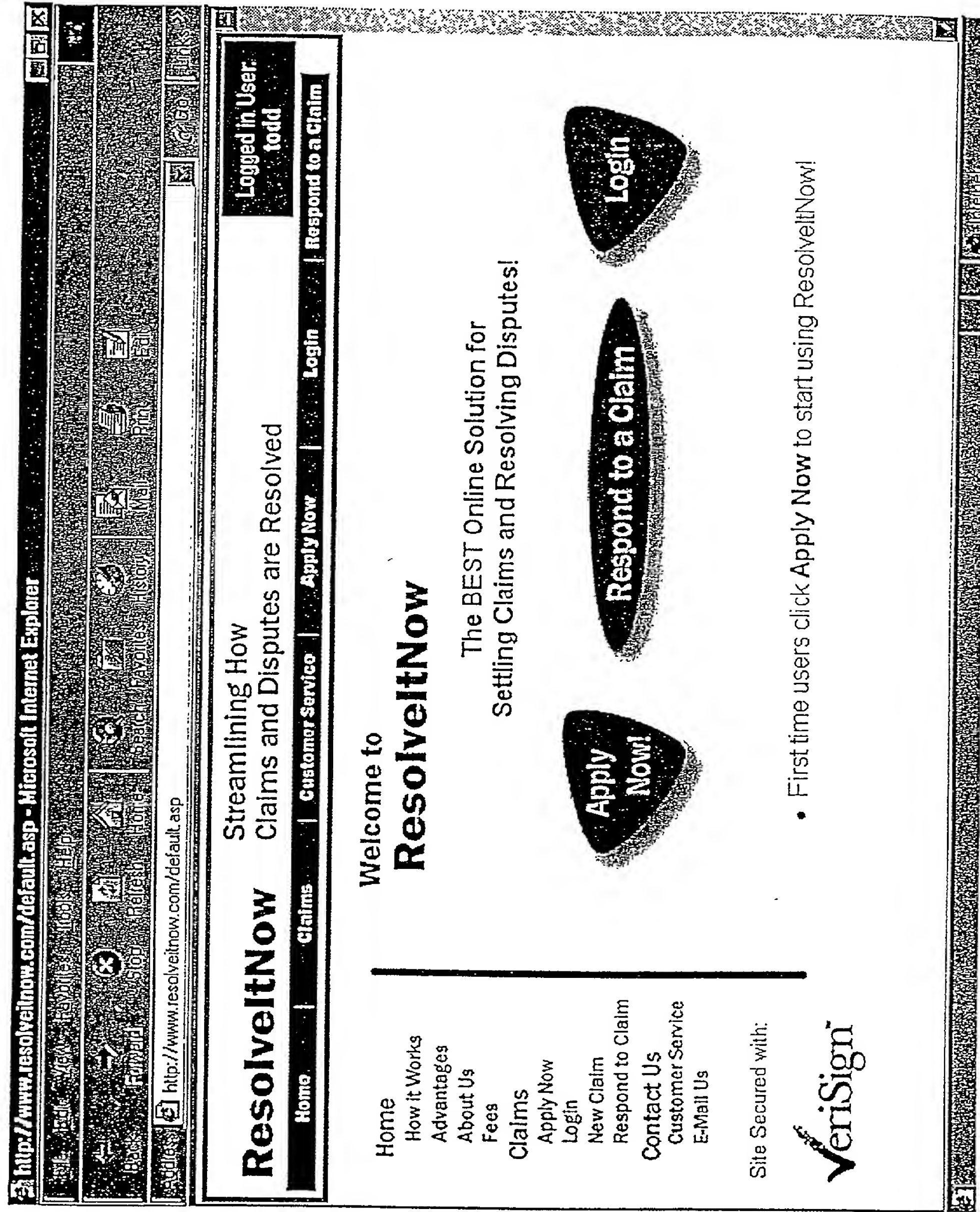


FIG. 8

# How It Works

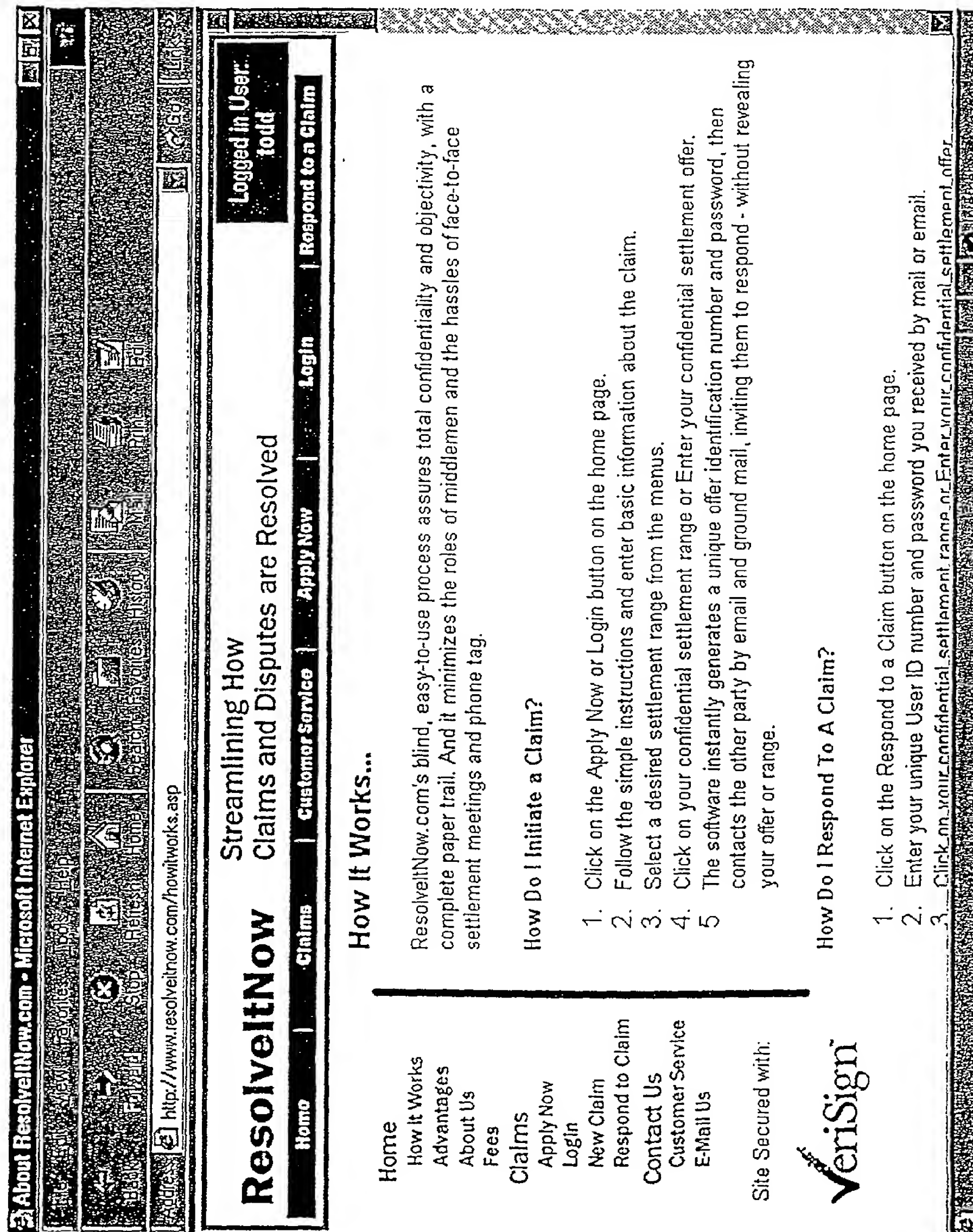




FIG. 9

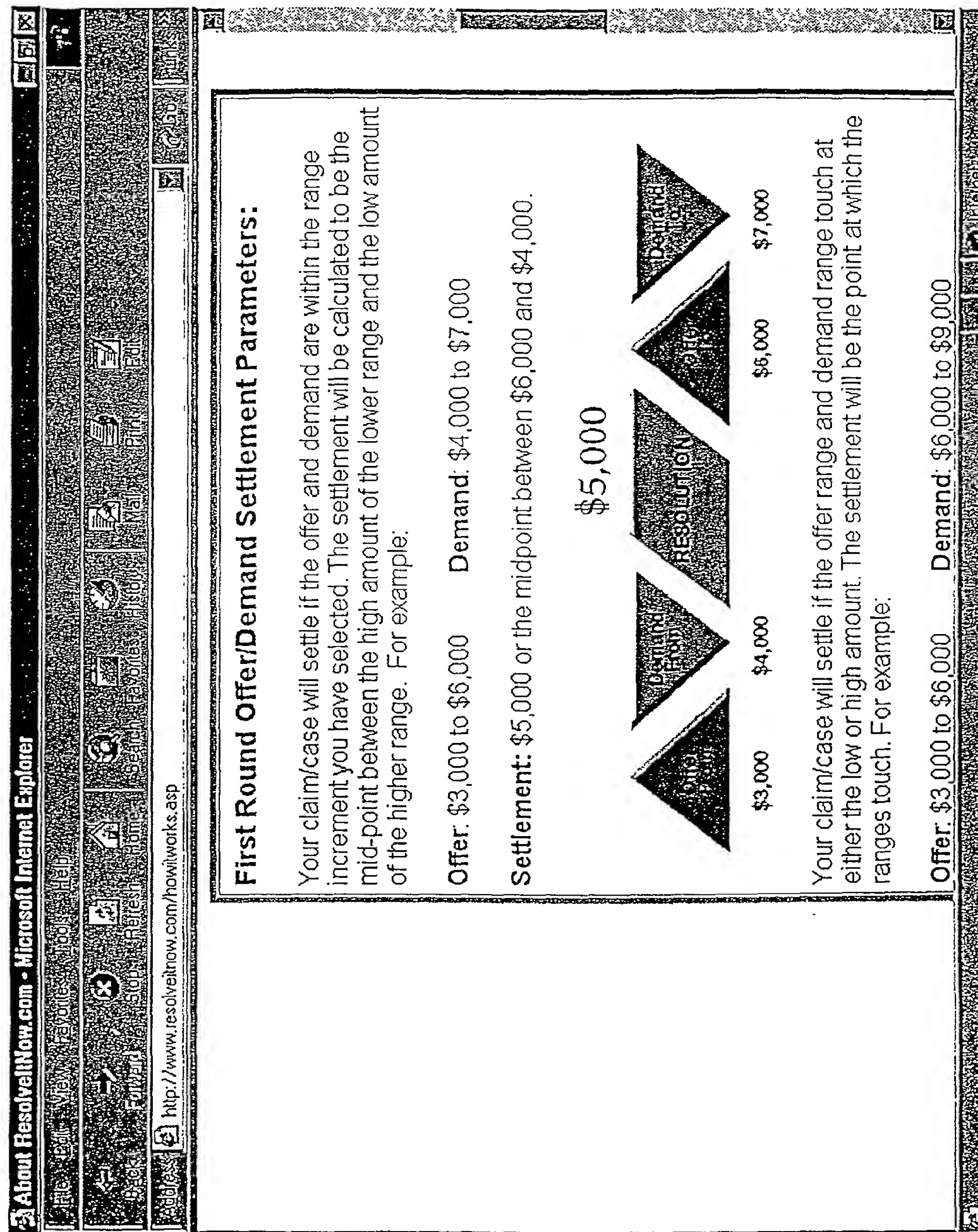


FIG. 10

How it Works (cont.)

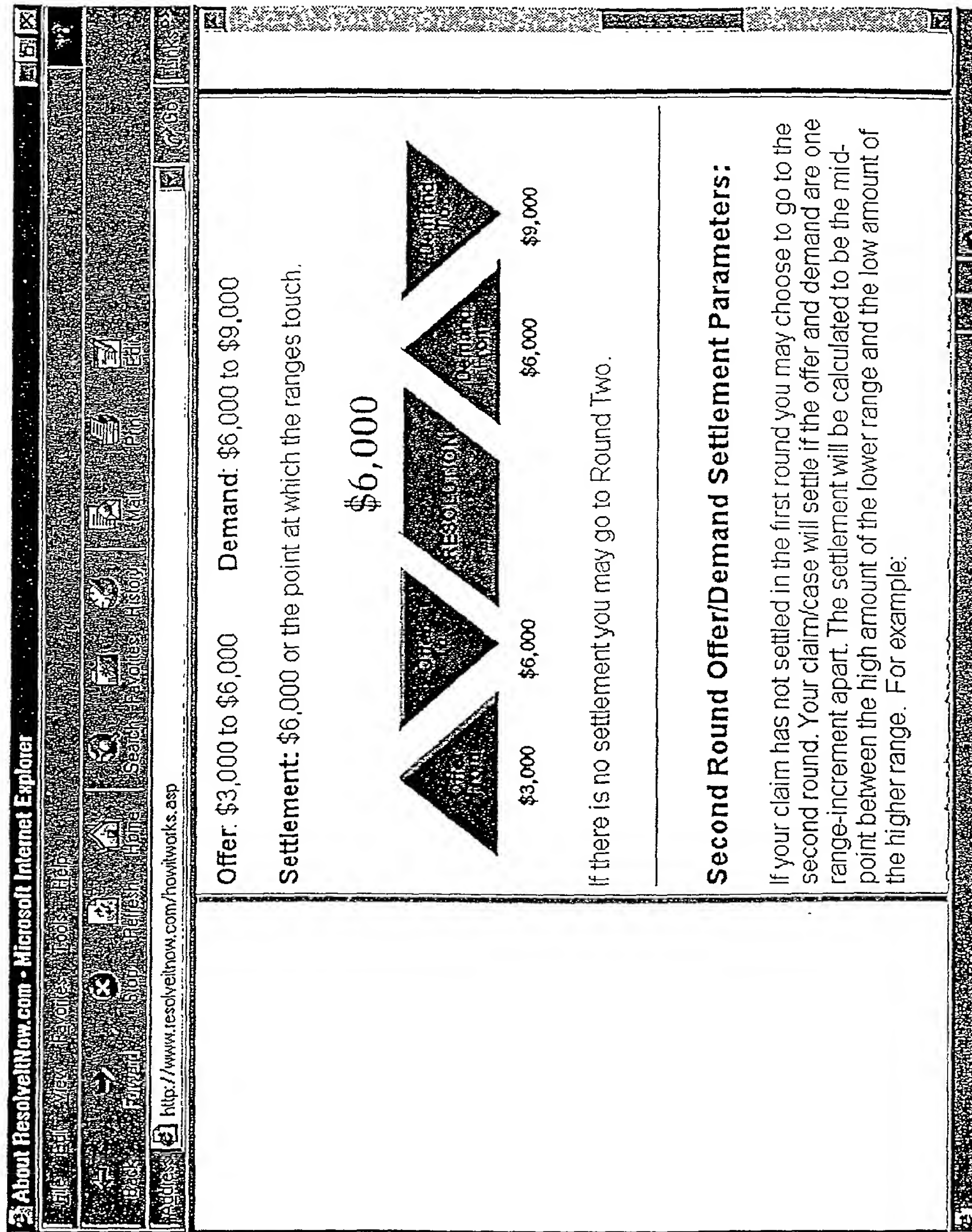


FIG.11

How it Works (cont.)

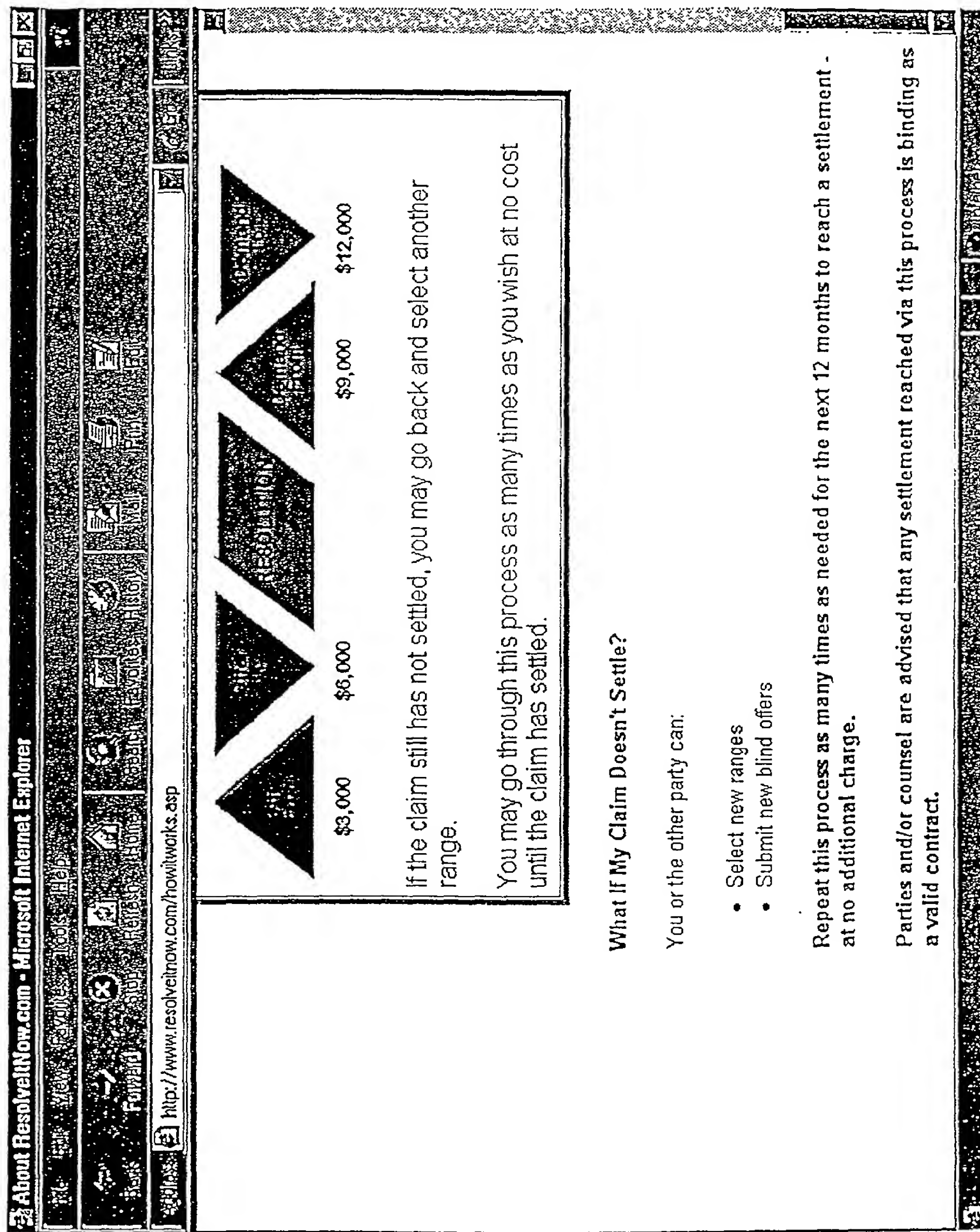




FIG. 12

How It Works (cont.)

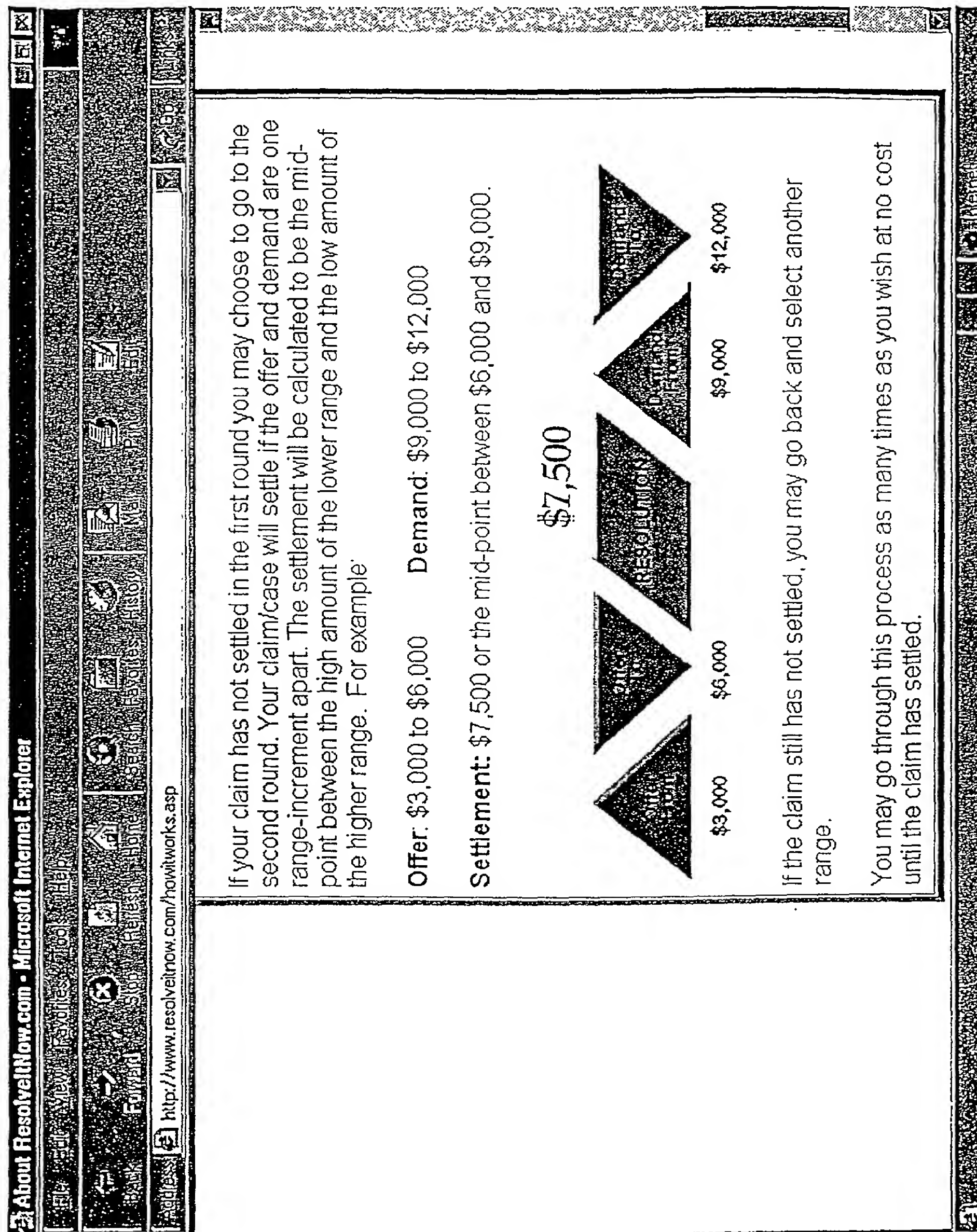


FIG. 13

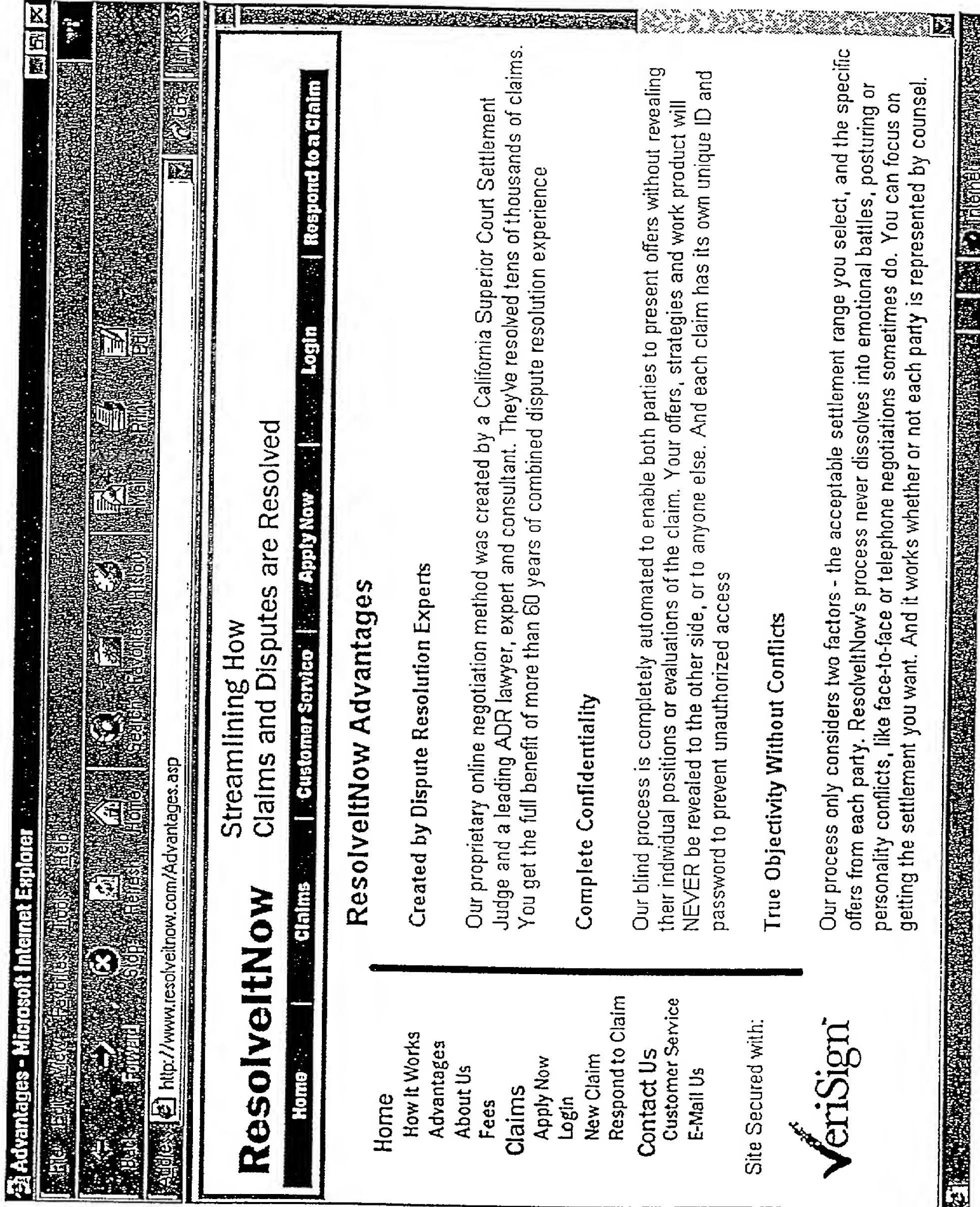




FIG. 14

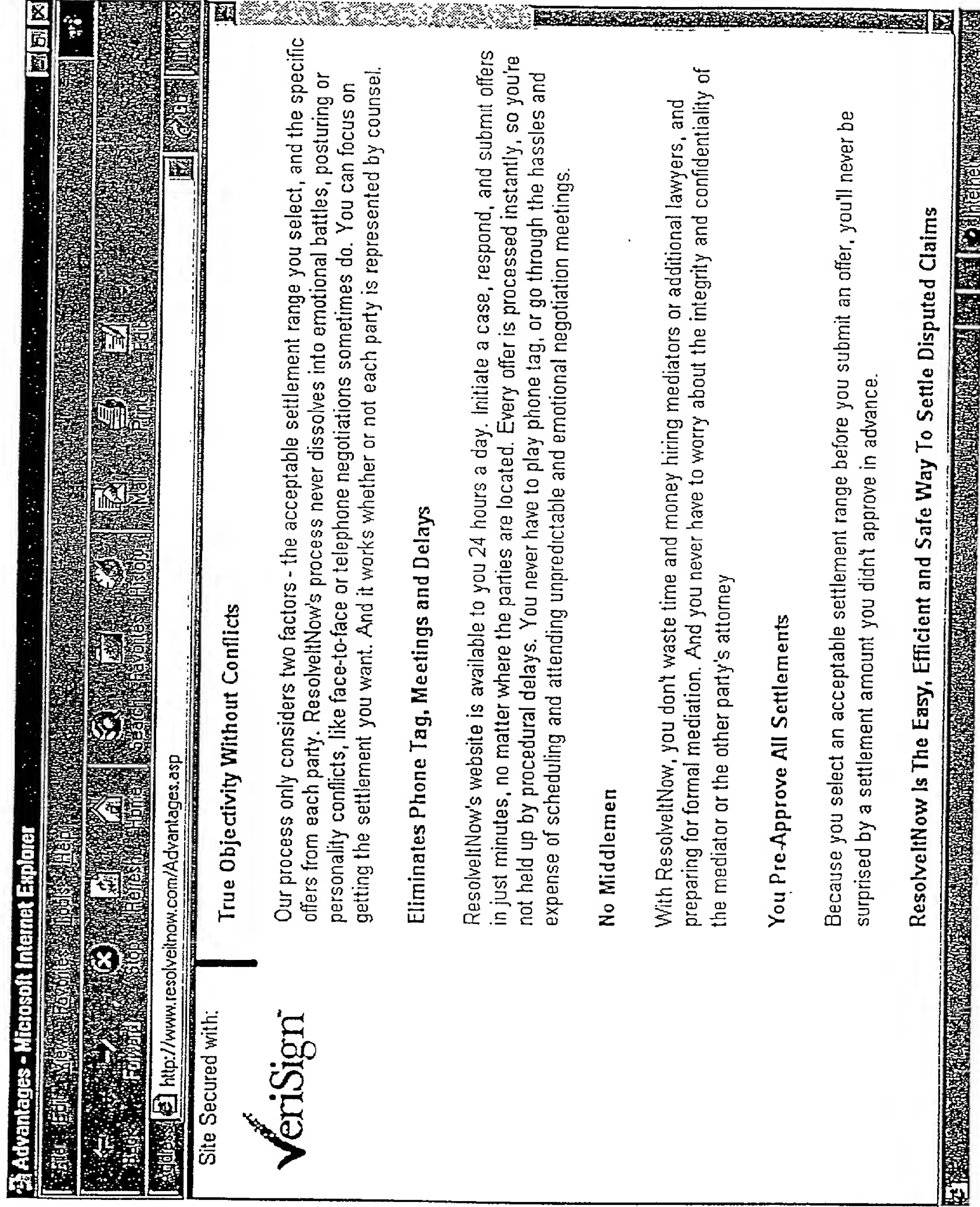


FIG. 15

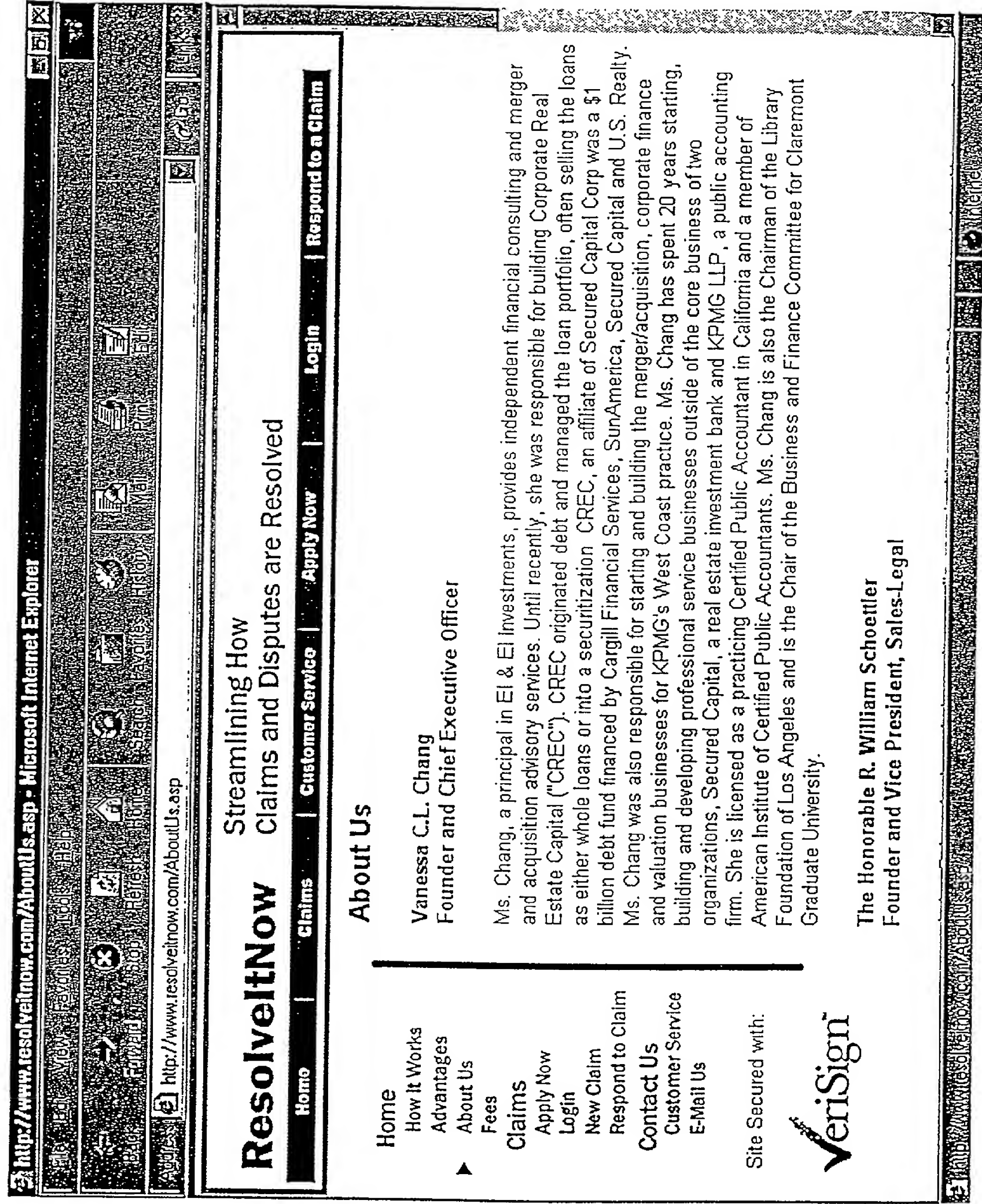


FIG. 16

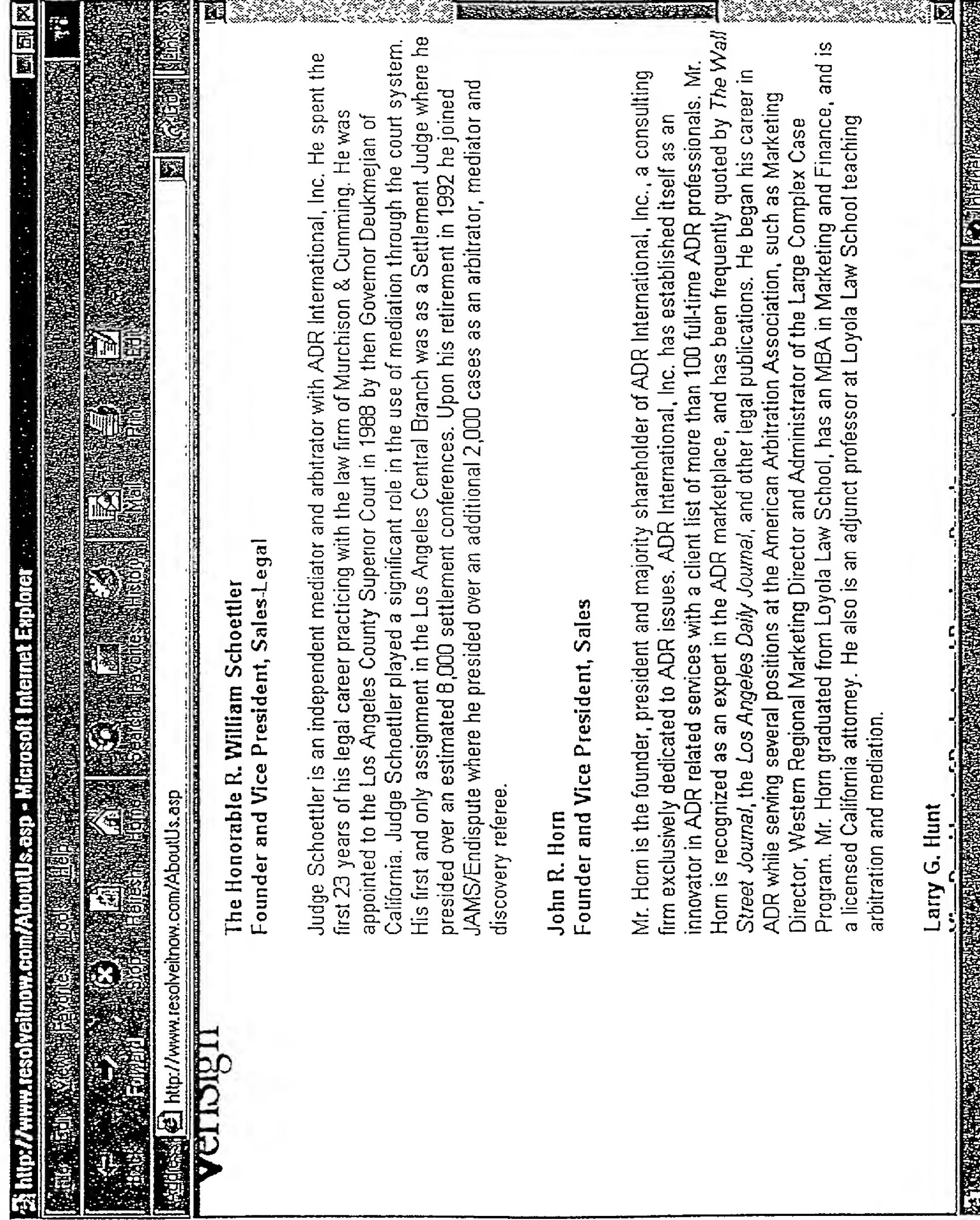
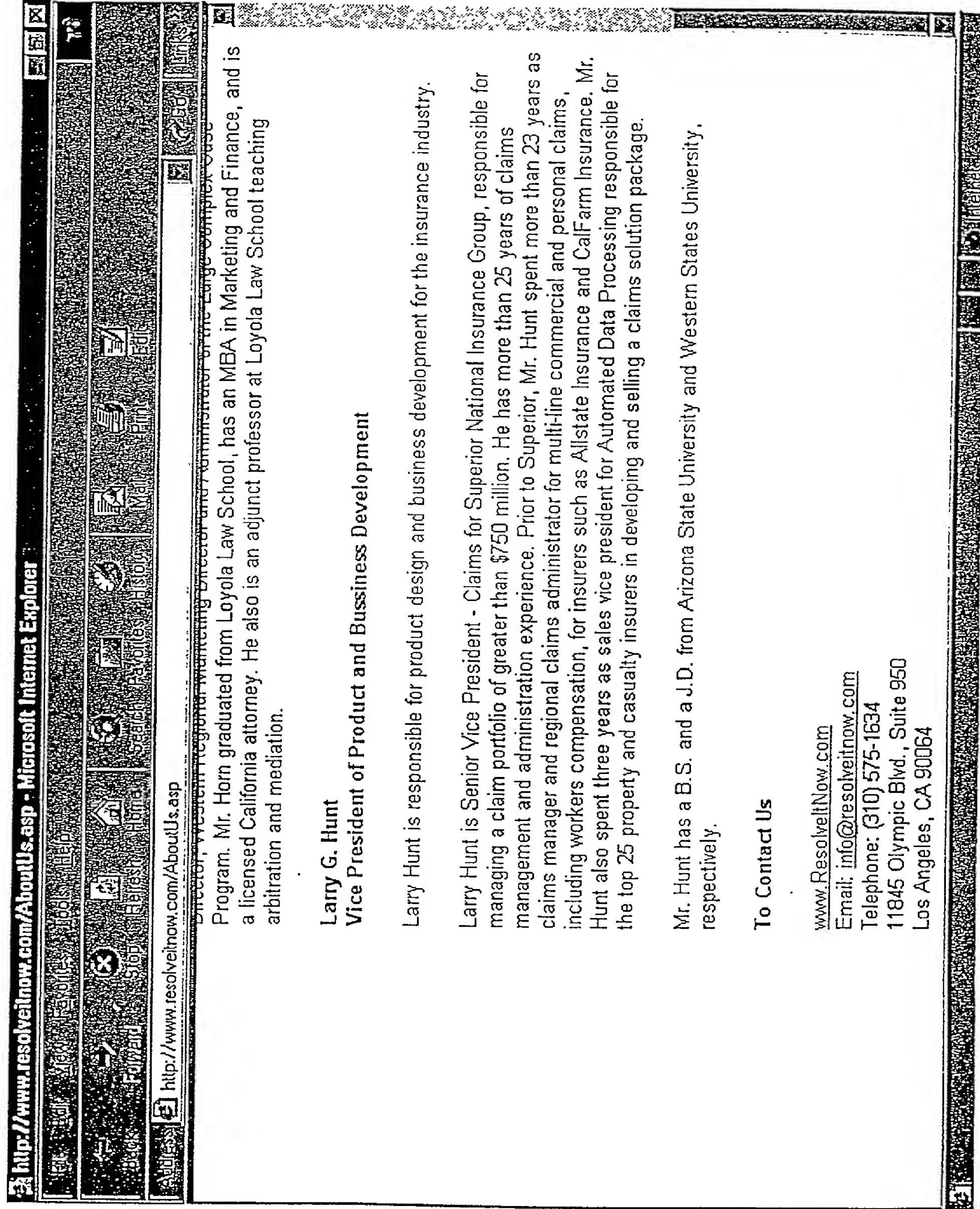




FIG. 17



## Fees

FIG. 18

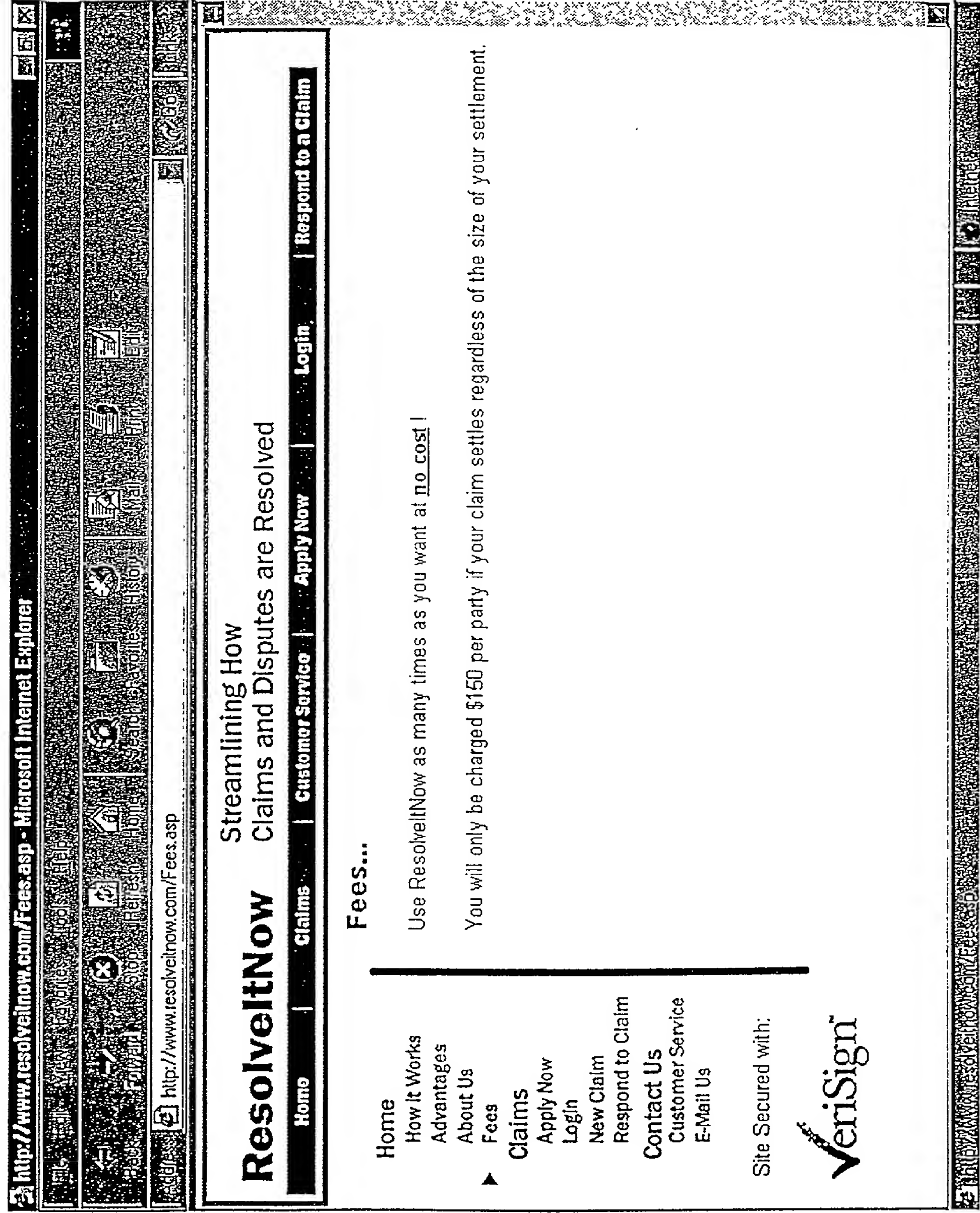




FIG. 19

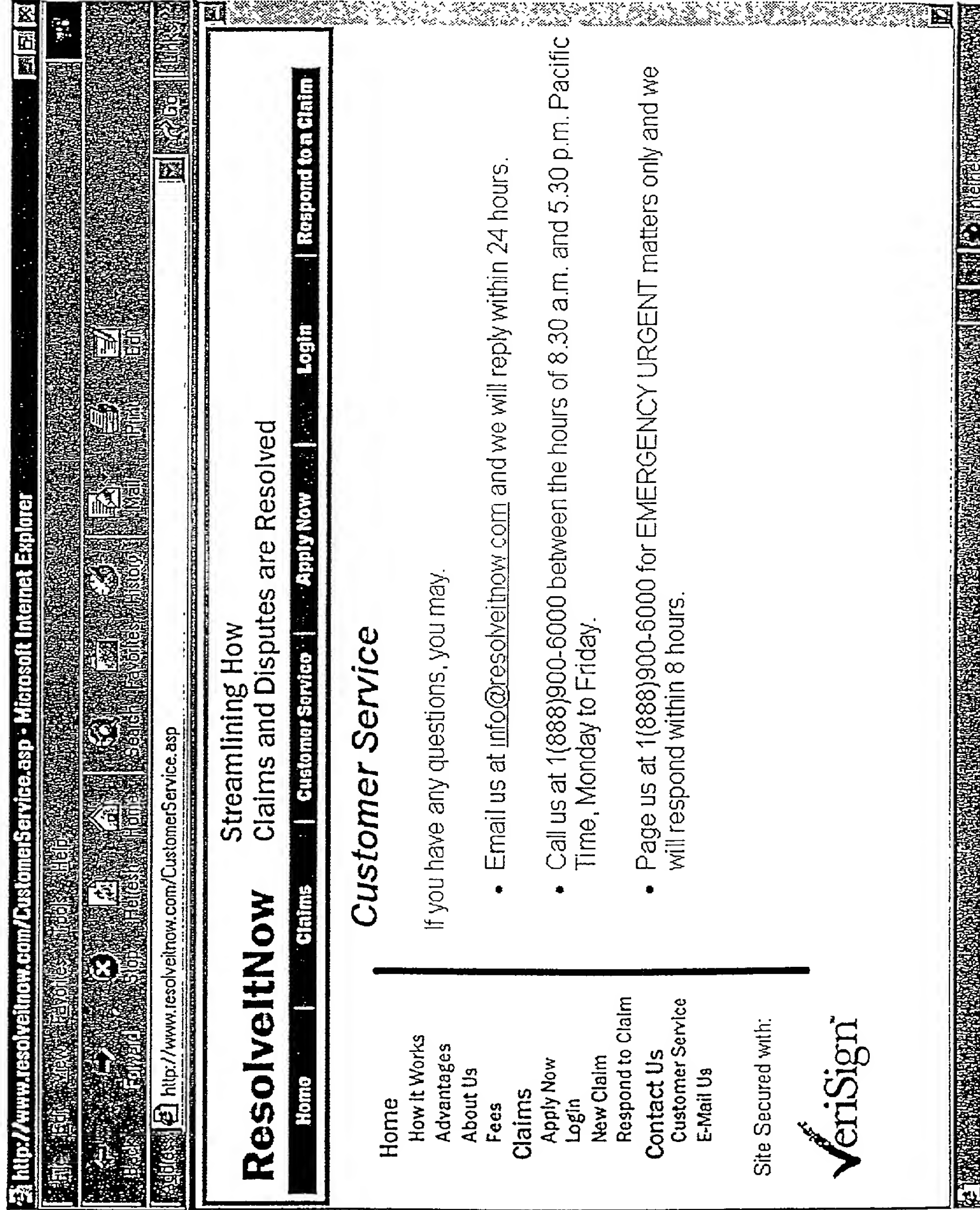



FIG. 20

VeriSign

VeriSign Secure Site - Microsoft Internet Explorer

File Edit View Favorites Tools Help



The Sign of Trust on the Net

WWW.RESOLVEITNOW.COM is a

VeriSign Secure Site

Security remains the primary concern of on-line consumers. The VeriSign Secure Site Program allows you to learn more about web sites you visit before you submit any confidential information. Please verify that the information below is consistent with the site you are visiting.

Name	WWW.RESOLVEITNOW.COM
Status	Valid
Validity Period	11-Apr-2000 - 11-Apr-2001
Server ID Information	Country = US State = California Locality = Sherman Oaks Organization = ResolveItNow Organizational Unit = ResolveItNow Organizational Unit = Terms of use at www.verisign.com/RPA (c)99 Common Name = www.resolveitnow.com

If the information is correct, you may submit sensitive data (e.g., credit card numbers) to this site with the assurance that:

FIG. 21

VeriSign (cont.)

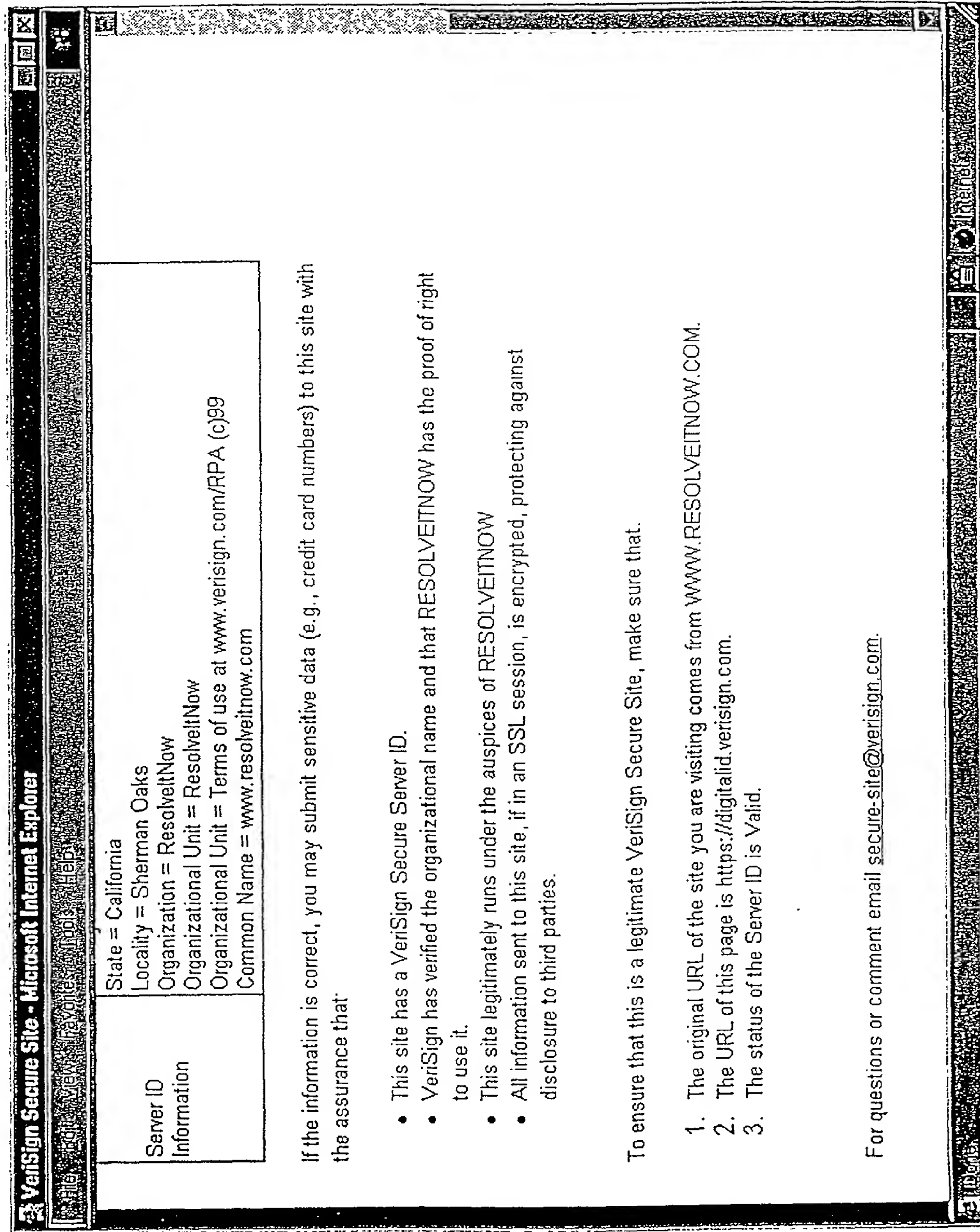


FIG. 22

# Initiating Party Contact Information

[Home](#) | [Claims](#) | [Customer Service](#) | [Apply Now](#) | [Login](#) | [Respond to a Claim](#)

## ResolveItNow

### Streamlining How Claims and Disputes are Resolved

[Home](#)  
[How It Works](#)  
[Advantages](#)  
[About Us](#)  
[Fees](#)  
[Claims](#)  
[Apply Now](#)  
[Login](#)  
[New Claim](#)  
[Respond to Claim](#)  
[Contact Us](#)  
[Customer Service](#)  
[E-Mail Us](#)

Site Secured with:

### Initiating Party Contact Information

Name:

E-Mail:

Company (optional):

Address:

City, State Zip:

Telephone:

Fax:

Please Select Billing Method

☐ Charge my credit card.

☐ Use company account number.



FIG. 23

Credit Card Information

The screenshot shows a web browser window with the URL <https://www.resolveitnow.com/secure/CaseLoadOwnerContactEntryCCandInsNo.asp>. The browser's address bar and toolbar are visible at the top. The website's navigation bar includes links for Home, Claims, Customer Service, Apply Now, Login, and Respond to a Claim. The main heading is "ResolveItNow Streamlining How Claims and Disputes are Resolved". On the left, a vertical menu lists: Home, How It Works, Advantages, About Us, Fees, Claims, Apply Now, Login, New Claim, Respond to Claim, Contact Us, Customer Service, and E-Mail Us. The central section is titled "Credit Card Information ..." and contains a form with the following fields: Credit Card Type (a dropdown menu showing "Visa"), Credit Card Number, Expiration Date Month (a dropdown menu showing "01 - January"), Expiration Date Year (a dropdown menu showing "2000"), Name as on Card, Billing Address for Card, Billing Address (line 2), City, State, Zip, and Country. At the bottom of the form are "Submit" and "Reset" buttons. The footer indicates the site is secured with VeriSign.



FIG. 24

Supply Password

The screenshot shows a web browser window with the URL [https://www.resolveitnow.com/secure/validateowner.asp?w\\_BillType=CreditCard](https://www.resolveitnow.com/secure/validateowner.asp?w_BillType=CreditCard). The browser's address bar and toolbar are visible at the top. The website's header includes the title "ResolveItNow" and a navigation bar with links: Home, Claims, Customer Service, Apply Now, Login, and Respond to a Claim. Below the header, the main content area is titled "Streamlining How Claims and Disputes are Resolved". A message states: "Your personal User ID (UID) number is: 637". The central form is titled "You will now need to supply a password to access your cases. (4 to 8 alpha-numeric characters)". It contains two input fields: "Password" and "Re-type Password". Below these fields are "Submit" and "Reset" buttons. At the bottom of the page, there is a footer with a list of links: Home, How it Works, Advantages, About Us, Fees, Claims, Apply Now, Login, New Claim, Respond to Claim, Contact Us, Customer Service, and E-Mail Us. To the right of the footer, it says "Site Secured with:" followed by the VeriSign logo.

[https://www.resolveitnow.com/secure/validateowner.asp?w\\_BillType=CreditCard](https://www.resolveitnow.com/secure/validateowner.asp?w_BillType=CreditCard)

**ResolveItNow**

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

Streamlining How  
Claims and Disputes are Resolved

Your personal User ID (UID) number is: 637

**You will now need to supply a password to access your cases.  
(4 to 8 alpha-numeric characters)**

Password

Re-type Password

Home | How it Works | Advantages | About Us | Fees | Claims | Apply Now | Login | New Claim | Respond to Claim | Contact Us | Customer Service | E-Mail Us

Site Secured with:

FIG. 25

## Company Account Information

The screenshot shows a web browser window with the URL <https://www.resolveitnow.com/secure/CaseLoadOwnerContactEntryCCandInsNo.asp>. The browser's address bar and toolbar are visible at the top. The website's navigation bar includes links for Home, Claims, Customer Service, Apply Now, Login, and Respond to a Claim. The main content area is titled "Streamlining How Claims and Disputes are Resolved" and "Company Account Information...". It states that the information is pre-assigned by ResolveItNow.com. Below this, there are input fields for Company Account Number, User Name, and Password, followed by Submit and Reset buttons. The footer includes a list of links (Home, How It Works, Advantages, About Us, Fees, Claims, Apply Now, Login, New Claim, Respond to Claim, Contact Us, Customer Service, E-Mail Us), a statement "Site Secured with:", and the VeriSign logo.

<https://www.resolveitnow.com/secure/CaseLoadOwnerContactEntryCCandInsNo.asp>

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

<https://www.resolveitnow.com/secure/CaseLoadOwnerContactEntryCCandInsNo.asp>

**ResolveItNow** Streamlining How Claims and Disputes are Resolved

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

**Company Account Information...**

This information is pre-assigned by ResolveItNow.com

Company Account Number:

User Name:

Password:

Home  
How It Works  
Advantages  
About Us  
Fees  
Claims  
Apply Now  
Login  
New Claim  
Respond to Claim  
Contact Us  
Customer Service  
E-Mail Us

Site Secured with:

**VeriSign**

FIG. 26

Newly Registered User

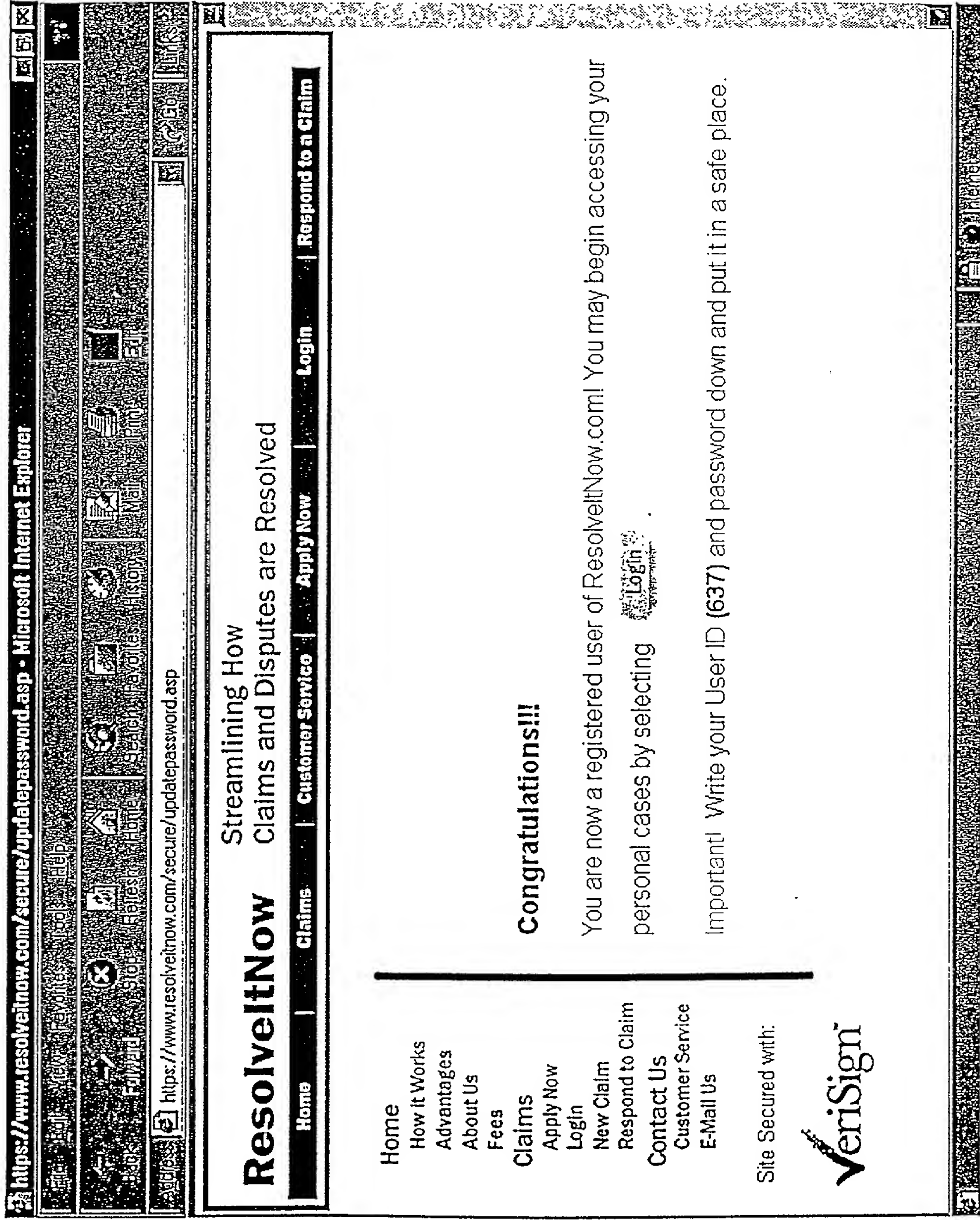




FIG. 27

Login

https://www.resolveitnow.com/secure/Login.asp?ContactType=Owner - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

https://www.resolveitnow.com/secure/Login.asp?ContactType=Owner

**ResolveItNow** Streamlining How Claims and Disputes are Resolved

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

Home

- How It Works
- Advantages
- About Us
- Fees
- Claims
- Apply Now
- Login
- New Claim
- Respond to Claim

Contact Us

- Customer Service
- E-Mail Us

Site Secured with:

**VeriSign**

Please enter your ResolveItNow.com ID and Password.

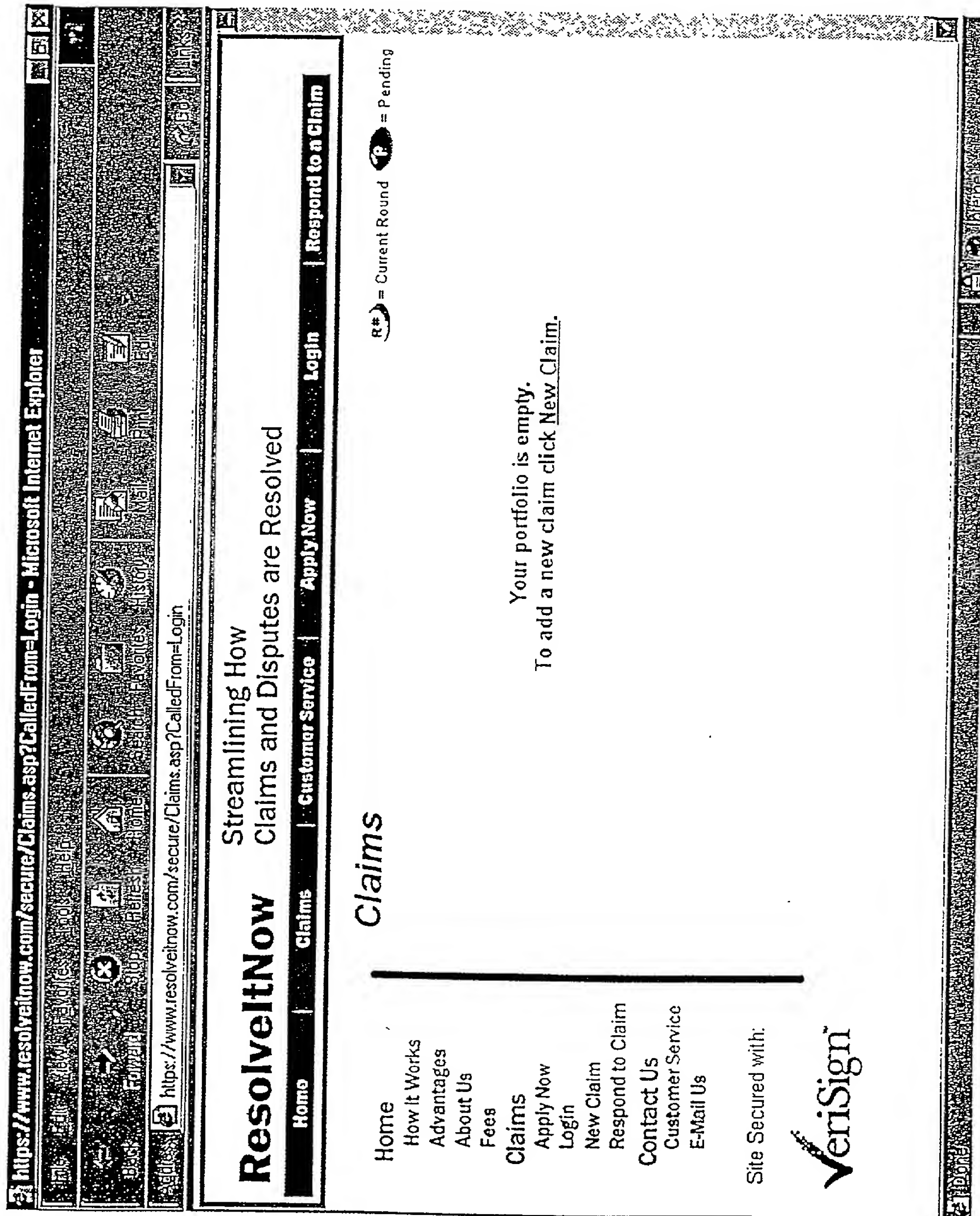
ID:

Password:

Done Internet

FIG. 28

Click for New Claim





## Claims Status

FIG. 29

<https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button> - Microsoft Internet Explorer

[File](#) [Edit](#) [View](#) [Favorites](#) [Tools](#) [Help](#)

[Back](#) [Forward](#) [Stop](#) [Reload](#) [Home](#) [Search](#) [Favorites](#) [History](#) [Mail](#) [Print](#) [Edit](#)

<https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button>

# ResolveItNow

## Streamlining How Claims and Disputes are Resolved

[Home](#) | [Claims](#) | [Customer Service](#) | [Apply Now](#) | [Login](#) | [Respond to a Claim](#)

[Home](#)  
How It Works  
Advantages  
About Us  
Fees  
[Claims](#)  
Apply Now  
Login  
New Claim  
Respond to Claim  
[Contact Us](#)  
Customer Service  
E-Mail Us

Site Secured with:

### Claims

R\* = Current Round P = Pending

Claimant (S)	Date: 5/1/00 3:08:55 PM	Active
R1 Henry James	\$24,000 - \$27,000	P Frank Wells
Add/Delete Parties Modify Range Selection Delete Claim		
Claimant (S)	Date: 5/1/00 3:02:58 PM	Active
R1 John Doe	\$30,000 - \$32,000	P Mary Smith
Add/Delete Parties Modify Range Selection Delete Claim		

[Back](#) [Forward](#) [Stop](#) [Reload](#) [Home](#) [Search](#) [Favorites](#) [History](#) [Mail](#) [Print](#) [Edit](#)

FIG. 30

# New Claim Information

[Home](#) | [Claims](#) | [Customer Service](#) | [Apply Now](#) | [Login](#) | [Respond to a Claim](#)

[Home](#) | [How It Works](#) | [Advantages](#) | [About Us](#) | [Fees](#) | [Claims](#) | [Apply Now](#) | [Login](#) | [New Claim](#) | [Respond to Claim](#) | [Contact Us](#) | [Customer Service](#) | [E-Mail Us](#)

Site Secured with:

## ResolveItNow

### Streamlining How Claims and Disputes are Resolved

[Home](#) | [Search](#) | [Favorites](#) | [History](#) | [Mail](#) | [Print](#) | [Edit](#)

Address: <https://www.resolveitnow.com/secure/plaintiffomheader.asp>

## New Claim

Please enter your new claim information.

Claim Number:   
 Your role in this dispute is:  to PAY a recovery (Respondent/Defendant) ☐

Date of Loss:   
 Type of Loss:  Auto - commercial ☒

Insurance Company:   
 Policy Number:   
 Address:   
 City, State Zip:     
 Phone:   
 Fax:   
 E-Mail:

**Note:**  
 The Claim Number entered here must be unique. If you are inquiring on an existing claim, please click on [Claims](#)

[Next Step](#)

FIG. 31

**ResolveItNow** Streamlining How Claims and Disputes are Resolved  
**Logged in User:** Adjuster

[Home](#) | [Claims](#) | [CustomerService](#) | [Apply Now](#) | [Login](#) | [Respond to a Claim](#)

## New Claim

Please enter your new claim information.

<a href="#">Home</a> <a href="#">How It Works</a> <a href="#">Advantages</a> <a href="#">About Us</a> <a href="#">Fees</a> <a href="#">Claims</a> <a href="#">Apply Now</a> <a href="#">Login</a> <a href="#">New Claim</a> <a href="#">Respond to Claim</a> <a href="#">Contact Us</a> <a href="#">Customer Service</a> <a href="#">E-Mail Us</a>	<p><b>Claim Number:</b> CL77</p> <p>Your role in this dispute is: <input checked="" type="checkbox"/> to SEEK a recovery payment (Claimant/Plaintiff) <input type="checkbox"/></p> <p>Date of Loss: 4/1/00</p> <p>Type of Loss: Auto - commercial</p> <p>Insurance Company: Auto - personal</p> <p>Policy Number: Breach of Contract - Real Estate</p> <p>Address: Construction Defect</p> <p>City, State Zip: Directors &amp; Officers</p> <p>Phone: Employee Termination</p> <p>Fax: Fire</p> <p>E-Mail: Medical malpractice</p> <p>Property Damage</p> <p>Slip and Fall</p>	<p><b>Note:</b> The Claim Number entered here must be unique. If you are inquiring on an existing claim, please click on <a href="#">Claims</a>.</p> <p><a href="#">Next Step &gt;&gt;</a></p>
--	--	--

Site Secured with VeriSign



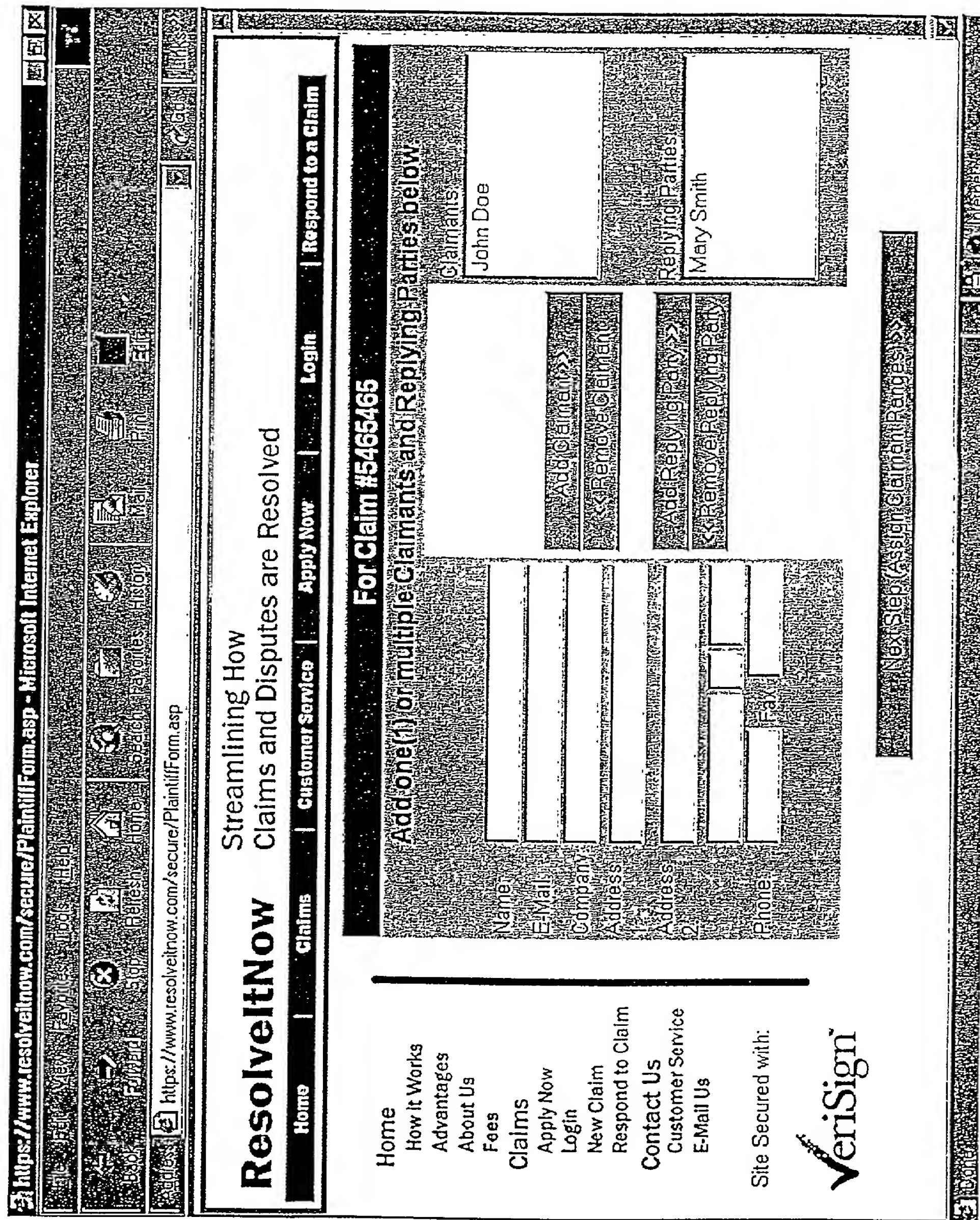




FIG. 33

# Range Selection

<https://www.resolveitnow.com/secure/RangeSelect.asp?RangeID=1&CaseID=7019> - Microsoft Internet Explorer

[File](#) [Edit](#) [View](#) [Favorites](#) [Tools](#) [Help](#)

[Back](#) [Forward](#) [Stop](#) [Refresh](#) [Home](#) [Search](#) [Favorites](#) [History](#) [Mail](#) [Print](#) [Full](#)

<https://www.resolveitnow.com/secure/RangeSelect.asp?RangeID=1&CaseID=7019>

ResolveItNow

Streamlining How Claims and Disputes are Resolved

[Home](#) | [Claims](#) | [Customer Service](#) | [Apply Now](#) | [Login](#) | [Respond to a Claim](#)

Home

How it Works

Advantages

About Us

Fees

Claims

Apply Now

Login

New Claim

Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:

VeriSign

Range Selection for Claim #5465465

Enter your desired increment amount:

A: \$0 - \$2,000

B: \$2,000 - \$4,000

C: \$4,000 - \$6,000

D: \$6,000 - \$8,000

E: \$8,000 - \$10,000

F: \$10,000 - \$12,000

G: \$12,000 - \$14,000

H: \$14,000 - \$16,000

I: \$16,000 - \$18,000

J: \$18,000 - \$20,000

K: \$20,000 - \$22,000

L: \$22,000 - \$24,000

M: \$24,000 - \$26,000

N: \$26,000 - \$28,000

O: \$28,000 - \$30,000

P: \$30,000 - \$32,000

Q: \$32,000 - \$34,000

R: \$34,000 - \$36,000

Select Claimant

John Doe (\$0 - \$0)

Selected Range

Option One (default)

Option Two (expanded parameters)

Set Settlement Range

Refresh

Calculate Potential Settlement Amounts

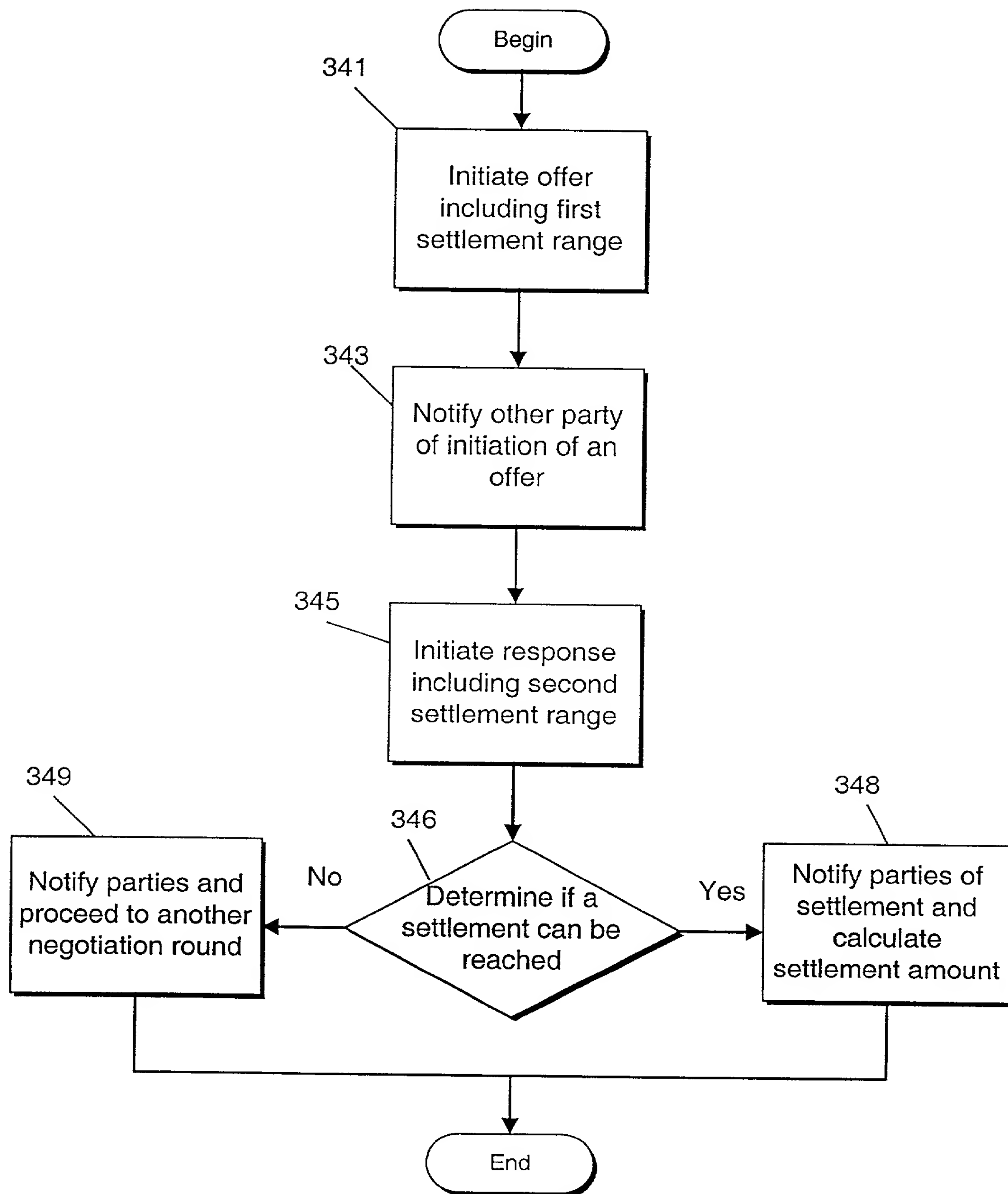


FIG. 34

FIG. 35

Calculate Potential Settlement Amounts

From Amount

\$30,000.00

To Amount

\$32,000.00

Option 1 Settlement Calculation:

\$30,000    \$32,000

Option 2 Settlement Calculation:

\$29,000    \$33,000

HOW IT WORKS

Advantages

About Us

Fees

Claims

Apply Now

Login

New Claim

Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:

Enter your desired increment amount: 2000

Refresh Ranges

Customer Service    Apply Now    Login    Respond to a Claim

Streamlining How  
Claims and Disputes are Resolved

Selection for Claim #5465465

A: \$0 - \$2,000	G: \$12,000 - \$14,000	M: \$24,000 - \$26,000
B: \$2,000 - \$4,000	H: \$14,000 - \$16,000	N: \$26,000 - \$28,000
C: \$4,000 - \$6,000	I: \$16,000 - \$18,000	O: \$28,000 - \$30,000
D: \$6,000 - \$8,000	J: \$18,000 - \$20,000	P: \$30,000 - \$32,000
E: \$8,000 - \$10,000	K: \$20,000 - \$22,000	Q: \$32,000 - \$34,000
F: \$10,000 - \$12,000	L: \$22,000 - \$24,000	R: \$34,000 - \$36,000

Select Claimant

John Doe (\$30,000 - \$32,000)

Select Range

30000    32000

Option One (default)

Option Two (expanded parameters)

Set Settlement Range    Finish

Calculate Potential Settlement Amounts

FIG. 36

# Terms and Conditions

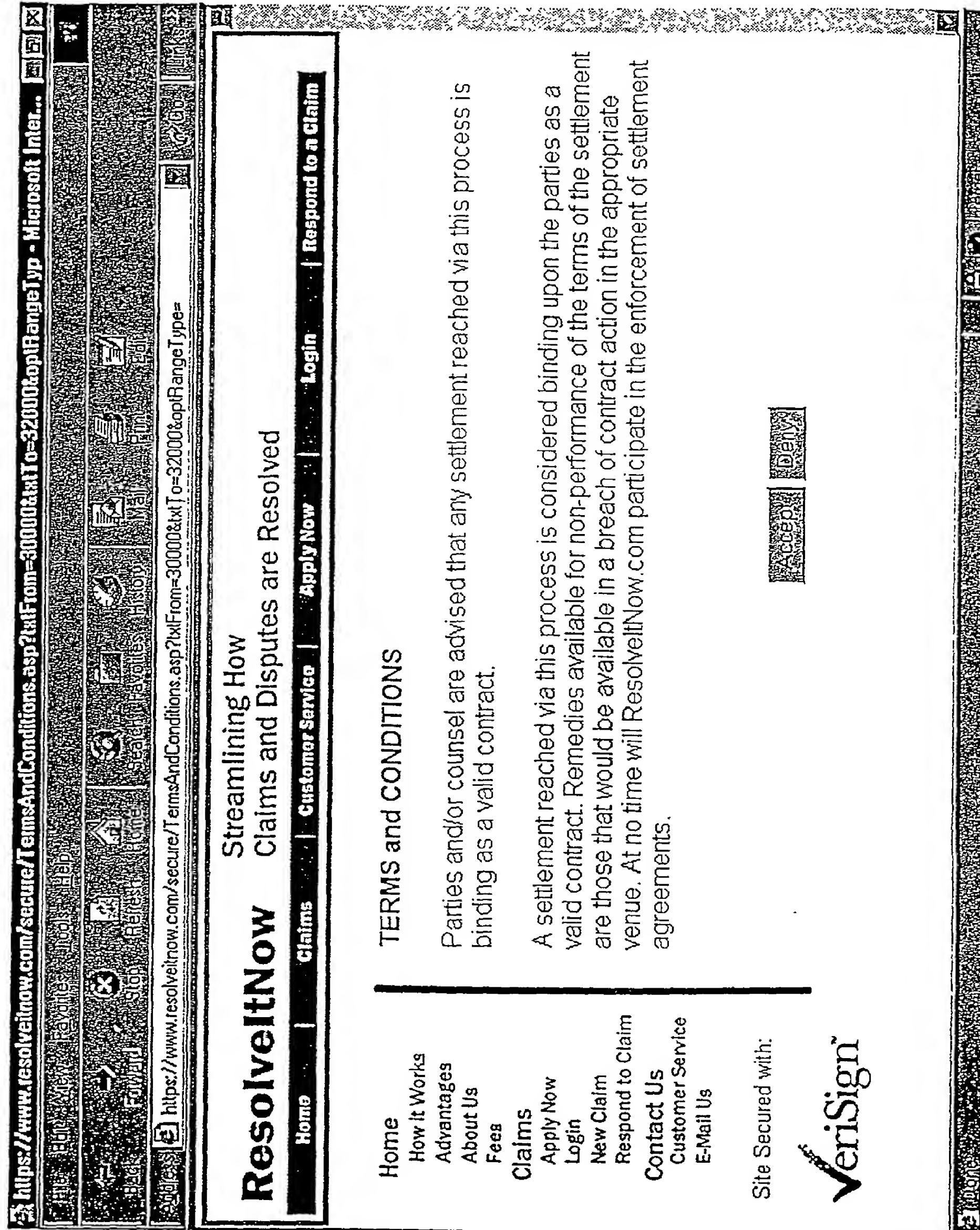




FIG. 37

Filing Completed

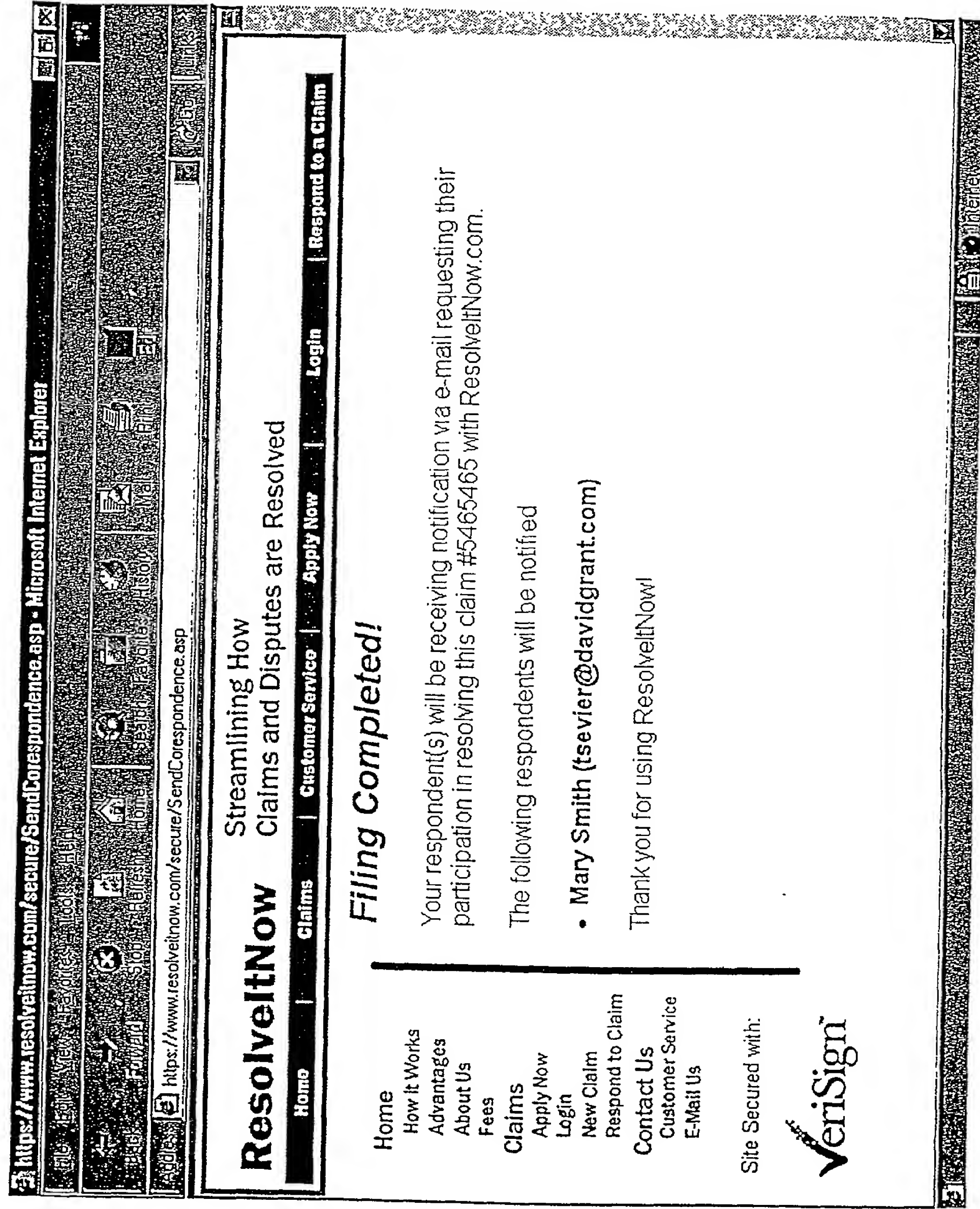


FIG. 38

Filing Aborted

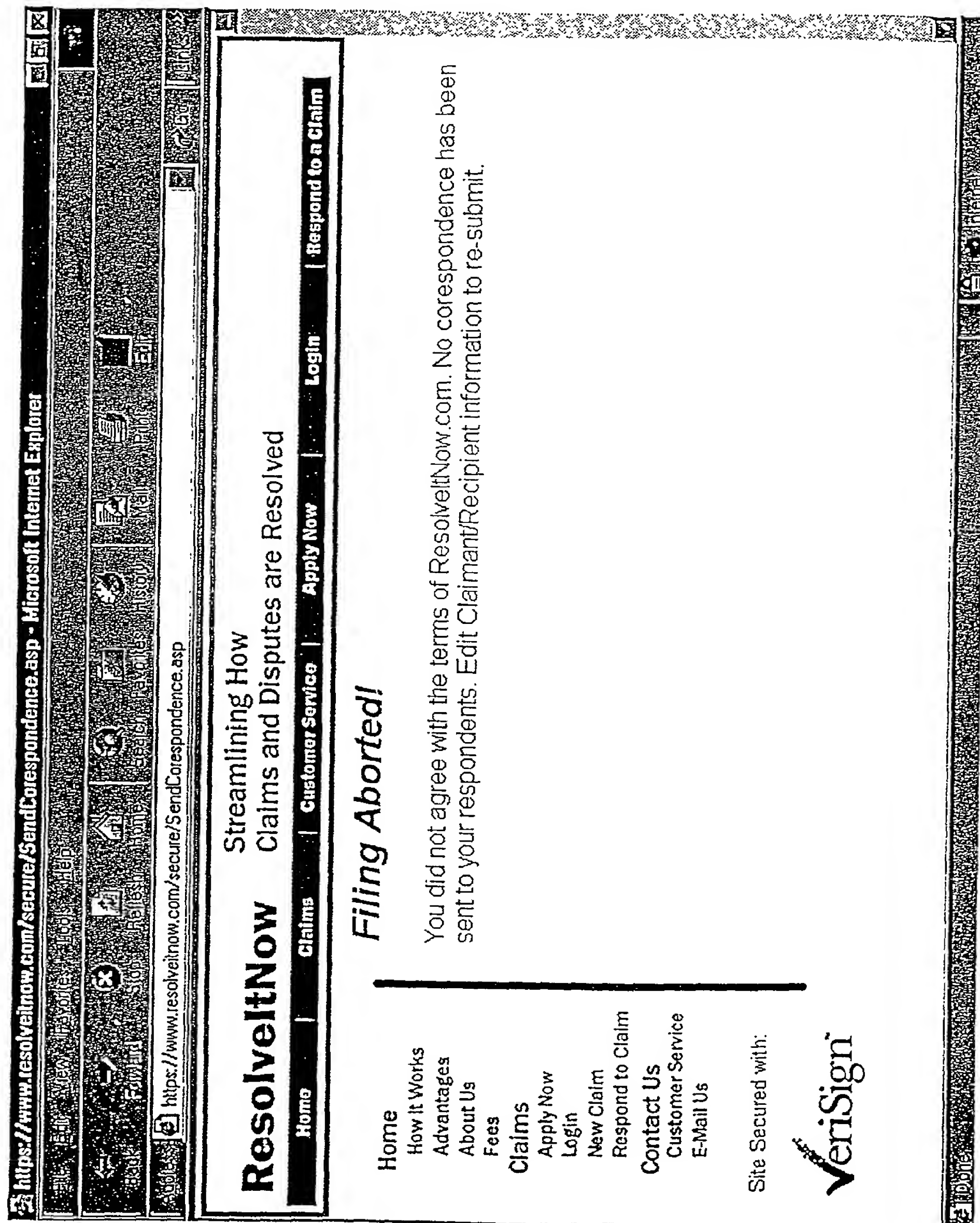


FIG. 39

# Claims Status

<https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button> - Microsoft Internet Explorer

[File](#) [Edit](#) [View](#) [Favorites](#) [Tools](#) [Help](#)

[Back](#) [Forward](#) [Stop](#) [Reload](#) [Home](#) [Search](#) [Favorites](#) [History](#) [Mail](#) [Print](#)

<https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button>

## ResolveItNow

Streamlining How Claims and Disputes are Resolved

[Home](#) | [Claims](#) | [Customer Service](#) | [Apply Now](#) | [Login](#) | [Respond to a Claim](#)

[Home](#)

[How It Works](#)

[Advantages](#)

[About Us](#)

[Fees](#)

[Claims](#)

[Apply Now](#)

[Login](#)

[New Claim](#)

[Respond to Claim](#)

[Contact Us](#)

[Customer Service](#)

[E-Mail Us](#)

Site Secured with:

### Claims

R\* = Current Round P = Pending

Claim # 68745163	Date: 5/1/00 3:08:55 PM	Active
Claimant(s)	Replying Party (es)	
R1 Henry James	\$24,000 - \$27,000	P Frank Wells
<a href="#">Add/Delete Parties</a> <a href="#">Modify Range Selection</a> <a href="#">Delete Claim</a>		
Claim # 5165465	Date: 5/1/00 3:02:58 PM	Active
Claimant(s)	Replying Party (es)	
R1 John Doe	\$30,000 - \$32,000	P Mary Smith
<a href="#">Add/Delete Parties</a> <a href="#">Modify Range Selection</a> <a href="#">Delete Claim</a>		

[Contains information that may be used to identify the selected claim.](#)



FIG. 40

Reply to a Claim - Range Selection

[Home](#) | [Claims](#) | [Customer Service](#) | [Apply Now](#) | [Login](#) | [Respond to a Claim](#)

# ResolveItNow

## Streamlining How Claims and Disputes are Resolved

[Home](#) | [How It Works](#) | [Advantages](#) | [About Us](#) | [Fees](#) | [Claims](#) | [Apply Now](#) | [Login](#) | [New Claim](#) | [Respond to Claim](#) | [Contact Us](#) | [Customer Service](#) | [E-Mail Us](#)

Site Secured with:

Address: <https://www.resolveitnow.com/secure/RespondentRangeSelect.asp>

Back Forward Stop Reload Home Search Favorites History Mail Print Edit

### Range Selection

You may select any amount from the displayed range. You may also choose to input your own range by typing in the fields supplied below.

Increment Selected: **\$3,000**

<b>A:</b> \$0 - \$3,000	<b>G:</b> \$18,000 - \$21,000	<b>M:</b> \$36,000 - \$39,000
<b>B:</b> \$3,000 - \$6,000	<b>H:</b> \$21,000 - \$24,000	<b>N:</b> \$39,000 - \$42,000
<b>C:</b> \$6,000 - \$9,000	<b>I:</b> \$24,000 - \$27,000	<b>O:</b> \$42,000 - \$45,000
<b>D:</b> \$9,000 - \$12,000	<b>J:</b> \$27,000 - \$30,000	<b>P:</b> \$45,000 - \$48,000
<b>E:</b> \$12,000 - \$15,000	<b>K:</b> \$30,000 - \$33,000	<b>Q:</b> \$48,000 - \$51,000
<b>F:</b> \$15,000 - \$18,000	<b>L:</b> \$33,000 - \$36,000	<b>R:</b> \$51,000 - \$54,000

Selected Range:  -

[Submit Demand](#)

### Round 1



FIG. 41

Offer Submission - Accepted

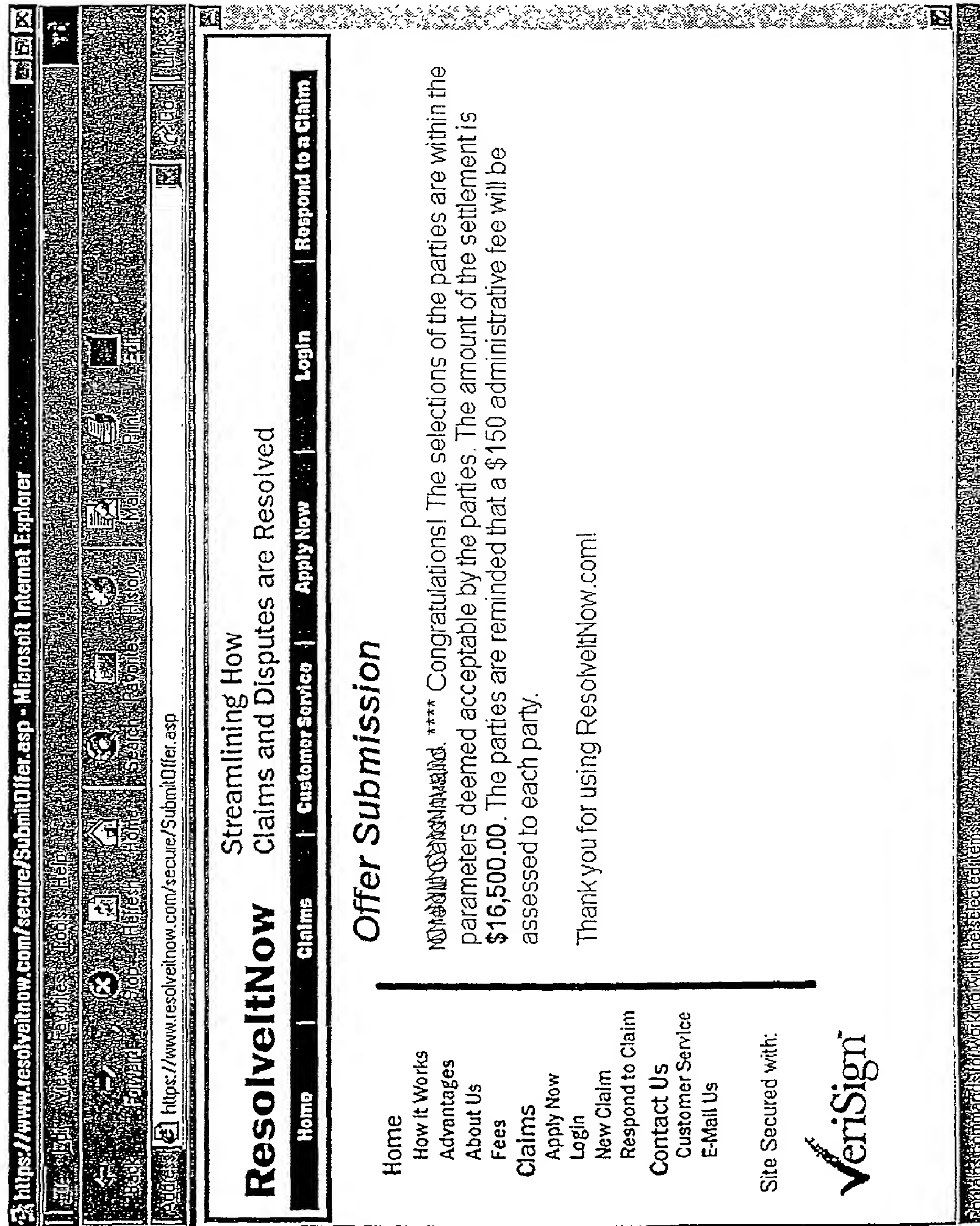


FIG. 42

Offer Submission – No Match

The screenshot displays the ResolveItNow website interface. At the top, the browser address bar shows the URL: <https://www.resolveitnow.com/secure/SubmitOffer.asp>. The website header features the 'ResolveItNow' logo and the text 'Streamlining How Claims and Disputes are Resolved'. A navigation bar includes links for Home, Claims, Customer Service, Apply Now, Login, and Respond to a Claim. The user is logged in as 'todd'. The main content area is titled 'Offer Submission' and contains the following text:

Sorry, no match.

Unfortunately the ranges selected by the parties do not fall with the settlement parameters. To encourage further settlement negotiations, the identification number assigned to this particular matter will remain active for 12 months from this date. The parties are free to engage in the ResolveItNow negotiation process an unlimited amount of times within said period.

To try again using different amounts, please wait for an E-Mail or letter from ResolveItNow that will inform you that the opposing party has selected an new settlement range for another chance at resolving this claim.

An E-Mail has been sent to the Initiating Party (todd ) confirming your attempt to settle this claim.

The footer contains a list of links: Home, How It Works, Advantages, About Us, Fees, Claims, Apply Now, Login, New Claim, Respond to Claim, Contact Us, Customer Service, and E-Mail Us. It also states 'Site Secured with:' followed by the VeriSign logo.

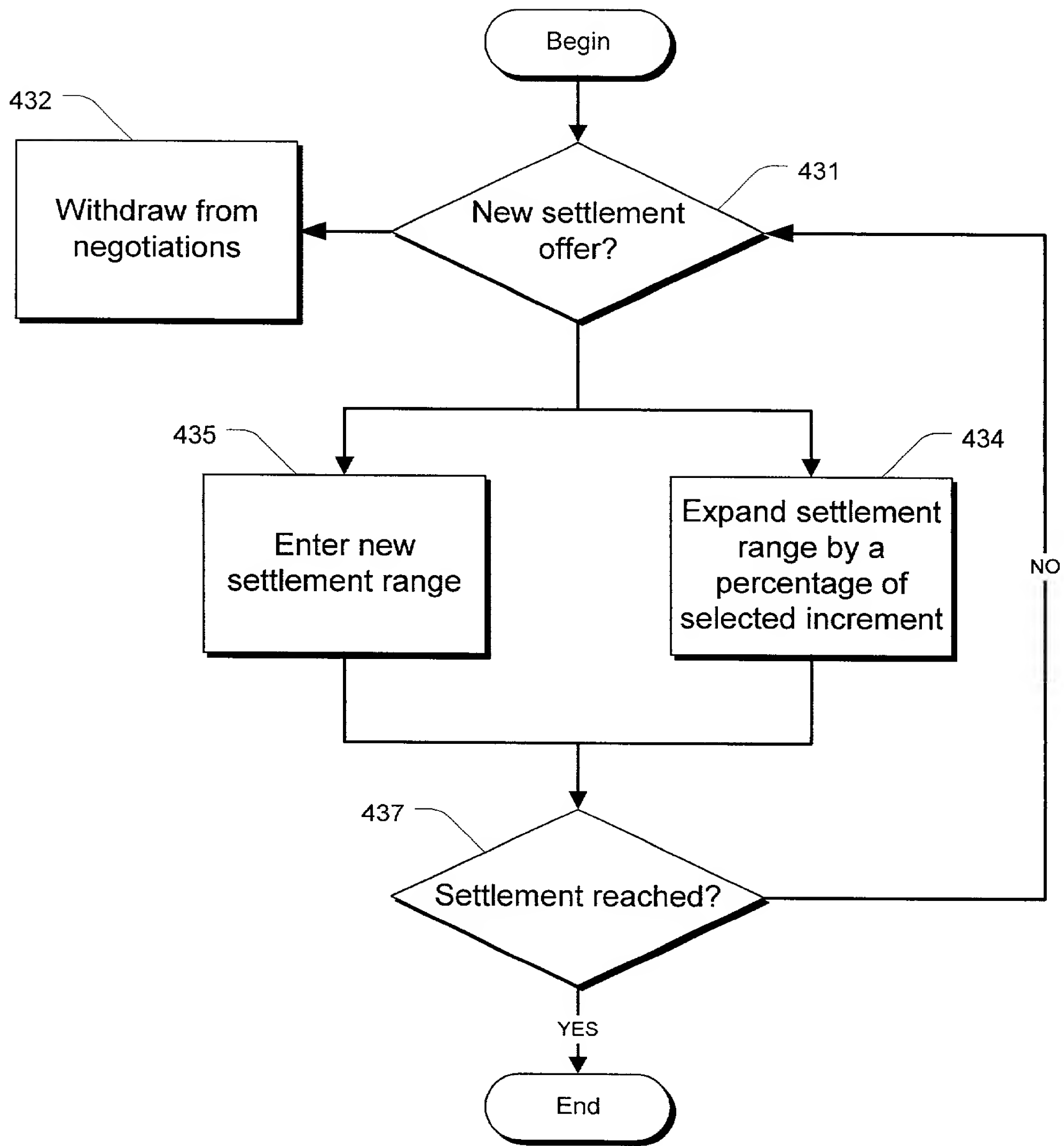


FIG. 43

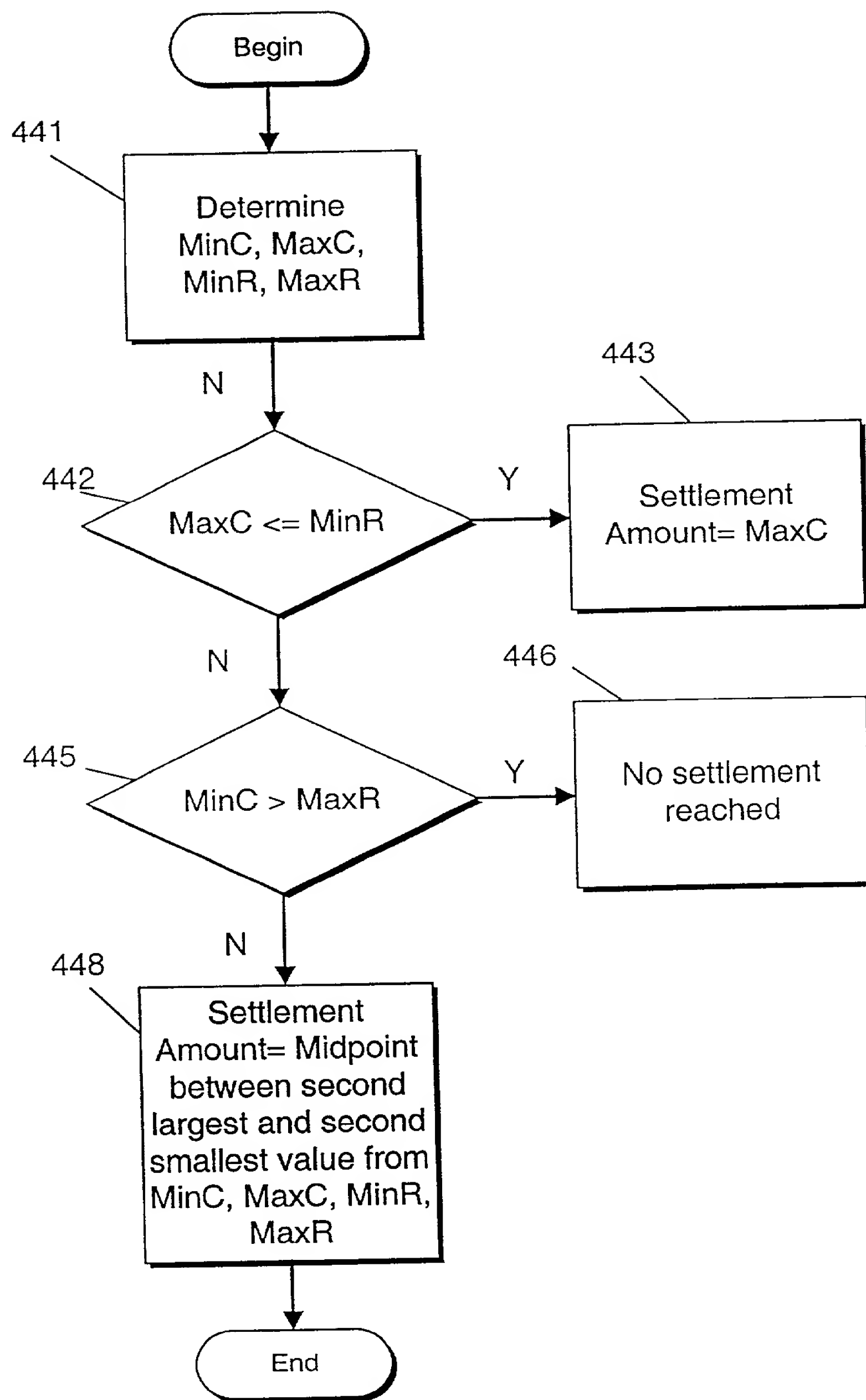


FIG. 44